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# GENERAL INFORMATION & WARRANTY

## PRODUCT INFORMATION

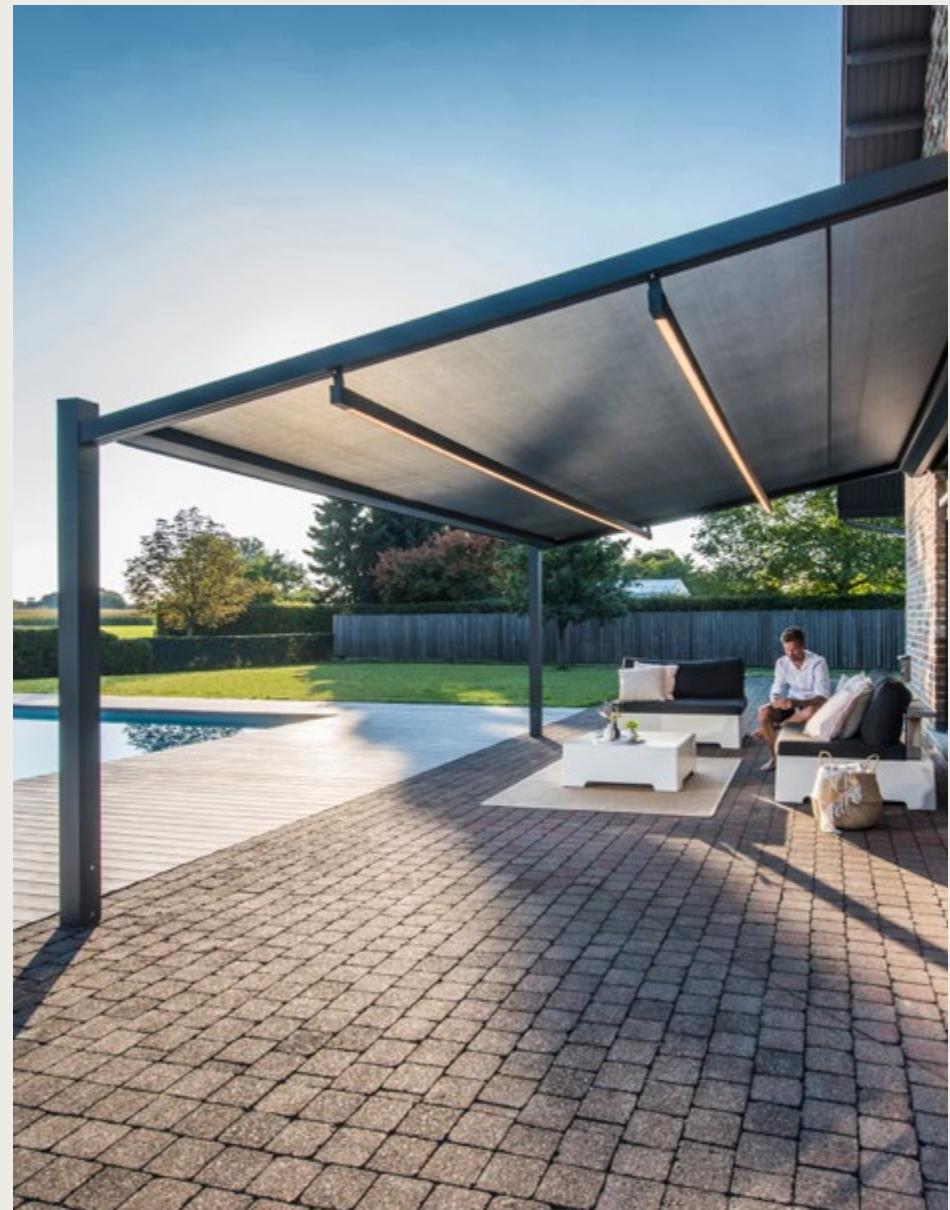


US - 07/25

 **RENSON**®

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# MAINTENANCE



Your patio cover will be exposed to the elements day in, day out for many years. If you want to be able to enjoy your Renson® cover to the fullest at any time, we recommend regular maintenance, i.e. once or twice a year. Regular maintenance will extend the lifespan of your cover.

## Maintenance is easy with the Renson® Maintenance Set

Please note the following in relation to this maintenance:

- The structure is made using powder-coated aluminium. Annual cleaning with the **Renson® Maintenance Set** products will ensure that the intense colour is maintained for years, as well as providing extra protection from acid rain, sea air and UV radiation. For coastal and wooded areas, we recommend that you perform maintenance on your products at least twice a year.
- **Renson 'Clean'** is a concentrated product with strong cleaning and degreasing properties to deal with the most frequent kinds of natural dirt, such as dust, oily precipitation, grease stains, moss, insect residue etc.
- This product cannot be compared to other cleaning products on the market. It penetrates deeply and 'lifts out' the dirt. Renson 'Clean' can also be used to clean polyester roof fabrics and vertical fibreglass screen fabrics.
- 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 with a minimum amount of **Renson® 'Clean'**. It also protects the aluminium from acid rain, sea air and UV radiation, and ensures 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 aggressive products, scouring pads or other scouring products. You should also not pressure-wash your products under any circumstances.

# WARRANTY

## When am I entitled to a product warranty?

As an installer/dealer, you are entitled to a warranty in the event of a justified complaint concerning a malfunction (manufacturing or material fault) in a Renson product which has been professionally installed, maintained, and used in accordance with the instructions supplied with the product. This is also referred to as the commercial warranty or factory warranty.

This factory warranty is complementary to the legal warranty whereby a consumer has the right to hold the seller of a Renson product liable for a defect existing at the time of delivery of the goods and which becomes evident within two years after delivery.

## What does the factory warranty cover?

During the warranty period, Renson guarantees the provision of parts to replace any defective parts. These parts are always to be replaced by the installer.

This first-line service is performed at the installer's expense.

The first-line aftersales service at the installer's expense includes:

- receiving the complaint from their direct client and managing all communication with their client concerning the complaint.
- performing an on-site inspection to analyse the defect and, if appropriate, immediately repair it with spare parts from the installer's stock.
- registering the complaint online with Renson and supplying all requested information regarding the complaint.
- ordering the parts online and/or receiving the parts proposed by Renson to repair the defect.
- carrying out the repairs on site to install the replacement part or to carry out the corrective action proposed by Renson.
- providing the necessary aerial work platforms, permits, electrician, etc. at every intervention where this is applicable.
- providing one technician when Renson performs the intervention directly.

For more information, please refer to the Renson warranty certificates.

In case of any inconsistency between this manual and the original warranty certificates, the warranty certificates will prevail.

## **What is NOT covered by the warranty?**

- Travel expenses, hourly wages or any other compensation.
- Replacement of any defective parts caused by wear or deviations specific to the product and which do not affect its operation.
- Costs of renting aerial platforms, scaffolding or any other equipment when servicing or repairing a product.
- Costs for the return of defective goods to the Renson workshops.
- Damages caused by installer/dealer transport or storage on site.

## **What if the same defect occurs repeatedly?**

In the unlikely event of a recurring defect, as of 2021 Renson provides additional compensation for the installer, their travelling expenses, aerial platform and labour costs on site for deliveries if the defect occurs within the warranty conditions and within the legal warranty period of two years after the sale to the end consumer.

## **How is a recurring defect defined?**

Two or more defects due to an identical material or manufacturing fault have occurred at the same site and on the same product. The following are not included under recurring defects: defects inherent to normal wear and tear of the product, defective motors and controls.

## **Who determines whether a malfunction qualifies as a recurring defect?**

Whether a malfunction qualifies as a recurring defect is always determined by the Renson Service Department, which then notifies the direct Renson client if the complaint qualifies.

## **Which compensation is provided in the event of a recurring defect?**

- Renson may provide compensation for travelling expenses and labour on-site after the second intervention by the installer.
- This compensation can be granted for a recurring defect that occurs a maximum of two years after the sale of the product to the end client.
- For travelling expenses, Renson applies the same rates as mentioned in the price lists for Renson interventions. The hourly rate for work on-site may vary from country to country.
- Compensation may be calculated per site or paid based on the above rates in the form of a lump sum per product.

## Which warranty period applies for my product?

A product warranty applies to the supporting structure, fittings and mechanically moving parts. This does not include electronic components, motorisation, fabrics and paint/adonisation. Depending on the product, you benefit from the following warranty periods.

Covers	10 years	5 years	2 years
Amani, Camargue, Camargue Skye, Algarve, Algarve Canvas, Aero, Aero Skye, Aero Canvas, Lapure	✓*		
Paint coating, colour and shine	✓*		
Lineo Luce, Lineo Fix, Protecto		✓	
Somfy en Renson motors		✓	
Controls		✓	
Sensors Somfy		✓	
Rain sensor			✓
Lighting, heating, sound			✓
Infills			
Fixscreen technology		✓	
Fibreglass, polyester & acrylic fabrics		✓**	
Loggias		✓	
Glass sliding panels		✓	
Fixed panels (Linus, Linarte)		✓	
Exterior curtains		✓	

\* 10 years after registration. Standard 5-year warranty for Areas < 500 m from the coast or areas with heavy pollution, on wood design, aluminium castings and mounting brackets.

Attention: Chlorinated fumes in an outdoor environment will not affect the motor system, but direct contact of the columns and/or mounting feet with chlorinated water may cause the coating to peel off. Therefore, the patio cover should preferably be installed at a location where it cannot come into direct contact with swimming pool water or seawater (this is not covered by the warranty).

\*\* Rippling typical of polyester fabrics is not covered by the warranty. 2 years warranty on Crystal full width.



## When does the warranty period for my product commence?

The warranty period starts from the date of manufacture and concerns only the product itself, not its installation. Following delivery of the spare part by Renson or repair or replacement of the product by Renson, the warranty period will not be renewed in full, but the original warranty period of the product will be extended by the time required for delivery of the spare part or carrying out the repair or replacement.

## What happens to a product's factory warranty if the product is discontinued?

During the various warranty periods, Renson guarantees the delivery of the necessary spare parts of the product discontinued by Renson.

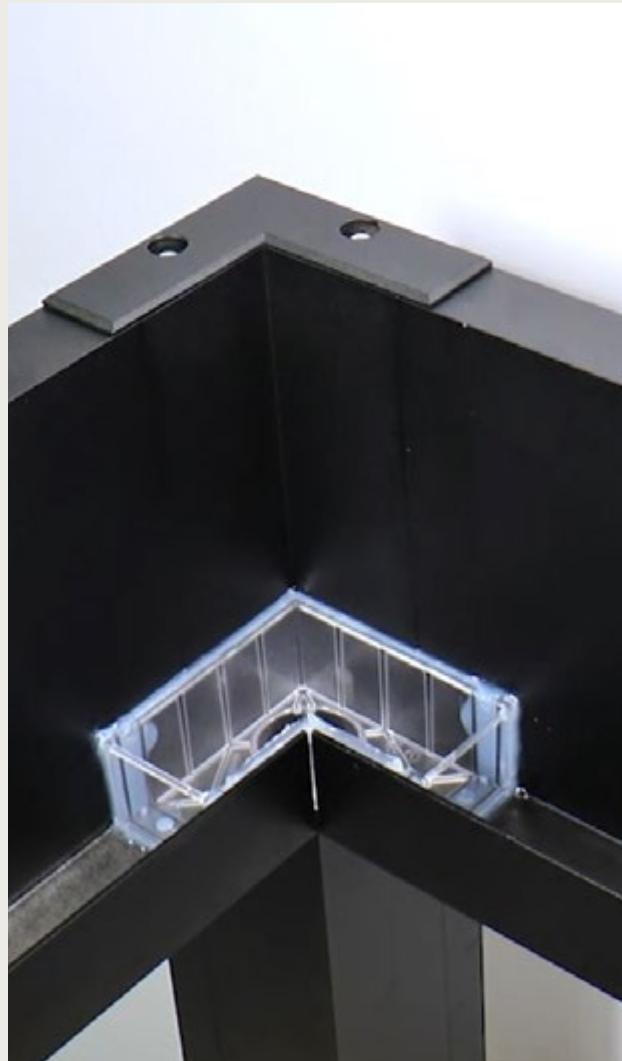
After the warranty period, Renson will deliver spare parts of a product discontinued by Renson for a fee and only if Renson still has the spare parts in stock.

## Where can I find my warranty number?

In the event of a defect in a Renson product, we try to determine the cause as quickly as possible and to propose a targeted solution. To perform a correct analysis, the warranty number is necessary. This warranty number can be found on the invoice, on the warranty certificate and on the product itself.

Covers	Location	Accessibility
Camargue	On one of the controls or transformers.	
Camargue Skye, Aero Skye	On the motor mount.	The profile on the motor side must be dismantled to view the warranty number.
Algarve, Algarve Canvas, Aero, Aero Canvas	On the motor cover or on the transformer of the engine control unit.	
Lapure	On the inside of the front cap.	The front cap of the main module must be removed.
Accessories		
Integrated Fixscreen	On the beam's front cap where the screen is installed.	This front cap must first be opened.
Beam Heat & Sound	On the product's front left cap.	

# TESTING

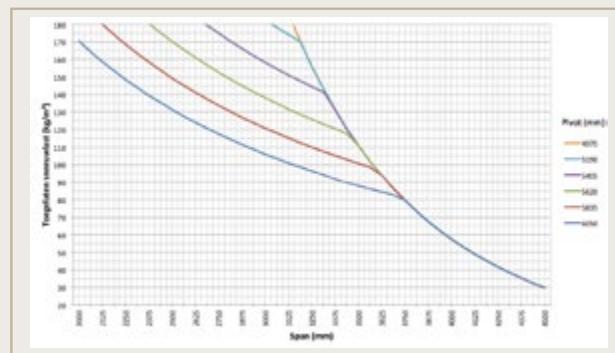


Our patio covers offer various levels of protection and comfort. To guarantee this comfort, they are thoroughly tested for water drainage, load-bearing capacity and wind resistance.

## Water tests

Water resistance and water drainage are tested using a spray installation that mimics rain. For example, we check how much water our patio covers can drain and how this drainage can be optimised:

- **Algarve and Algarve Canvas:** Algarve and Algarve Canvas can drain an amount of water equivalent to a rain shower with an intensity of 0.53 GPM (gallons per minute) that lasts up to a maximum of two minutes. On average, this kind of rain occurs once every ten years in Belgium. (See Belgian rain statistics: NBN B 52-011 standard)
- **Camargue and Skye:** Camargue and Camargue Skye can drain an amount of water equivalent to a rain shower with an intensity of 0.66GPM (gallons per minute) that lasts up to a maximum of two minutes. On average, this kind of rain occurs once every 15 years in Belgium. (See Belgian rain statistics: NBN B 52-011 standard)
- **Lapure:** Lapure can drain rain with an intensity of 0.22GPM (gallons per minute) for up to a maximum of two minutes. In heavy rainfall, water may flow over the bottom bar. Extreme rainfall can cause water sagging. In that case, the fabric must still be retracted.



Load-bearing capacity against collapse (6 x 4 m)	
Camargue	40.96 psf
Camargue Skye	20.48 psf
Algarve & Algarve Canvas	20.48 psf
Aero, Aero Skye & Aero Canvas	20.48 psf
Lapure	none

## Load-bearing capacity

Patio covers are subjected to various external forces (e.g. snow). The load-bearing capacity of our patio covers is determined using static strength calculations carried out by our engineers and validated through internal tests. The basic principle is that the structure is allowed to bend by 1/200<sup>th</sup> of its longest dimension without any permanent deformation.

The load-bearing capacity of Algarve and Camargue is dependent on the basic structure and the surface area. The diagram below indicates the load-bearing capacity of our covers depending on their span and pivot dimensions.

In concrete terms: A patio cover with a pivot of 236" and a span of 157" may bend by 1 3/16" under a load of 11.25 psf (i.e. 23910 lbs across the entire patio cover). Another example: a patio cover with a 132" span and a 229" pivot can bear a load of no less than 22.52 psf (i.e. 4760 lbs!).

External testing of Camargue shows that, even at its largest dimensions, it holds up at 40.96 psf.

# WIND

## Algarve® & Camargue®

Static calculations based on Eurocode 9 require that the roof blades are opened (placed vertically) when wind speeds exceed 31 mph. At higher wind speeds, the blades can no longer be operated as the forces become too great for the motor control.

If the roof blades remain in a closed position at wind speeds above 31 mph, wind tunnel tests on a stand-alone Camargue have shown that they can withstand wind speeds up to 99 mph. This is only valid with cast or reinforced mounting bases.

## Skye®

With blades in stacked position, the covering can handle wind speeds of 99 mph. If the roof blades remain in a closed position at wind speeds above 31 mph, wind tunnel tests on a standalone Camargue Skye have shown that they can withstand wind speeds up to 75 mph. This is only valid with cast or reinforced mounting bases.

## Integrated Fixscreen®

An integrated Fixscreen is stable up to 37 mph (7 Bft). The sun protection fabric must be retracted at wind speeds > 18 mph. Our warranty is valid up to 37 mph when closed.

## Lapure®

Lapure can be operated in wind speeds of up to 31 mph. The sun protection fabric must be retracted in wind speeds > 62 mph. Our warranty is valid up to 62 mph with the sun protection fabric fully down.

## Wind tests

Wind tunnel tests have been carried out to determine the wind forces that our patio covers and vertical sun protection fabrics can withstand.



	Warranty with closed roof up to	Warranty with open roof operate up to
Camargue	99 mph - 12 Beaufort	31 mph - 7 Beaufort
Algarve en Algarve Canvas Skye	74 mph - 11 Beaufort	31 mph - 7 Beaufort
Lapure	62 mph - 10 Beaufort	31 mph - 7 Beaufort
Integrated Fixscreen	37 mph - 7 Beaufort	18 mph - 5 Beaufort

# MATERIAL

## Aluminium

The structure and the blades are made from extruded aluminium profiles (quality EN AW 6063 T66). Light yet strong, they don't rust, can withstand the most extreme weather conditions and are extremely easy to maintain. In addition, aluminum is also an environmentally conscious choice, because it has acquired the reputation of being a green metal that is 100% and infinitely recyclable.

The profiles are coated with a durable powder coating (Seaside Quality A). For intensive use, opt for a fine textured powder coating finish that is scratch-resistant. Choose a smooth lacquer to make it easier to clean the roof blades..

## Screen fabrics

Depending on the application, the following materials are used:

### Fibreglass fabrics Sergé, Natté, Privacy

Fibreglass fabrics are made of woven glass fibres with a PVC coating and are available in many colors. Fibreglass fabrics keep their shape and are resistant to moisture and heat as well as being rot-proof and colour-fast. Fibreglass fabrics guarantee an excellent view to the outside. The fiberglass fabrics are also available with a Crystal band o, the full width, providing a crystal-clear view to the outside.

Applicable for Fixscreen, Loggiascreen Canvas and Linarte Canvas (with the exception of Privacy).

### Mixtrim polyester acrylic fabric

Additional contemporary option for the Loggiascreen Canvas. A fabric with a look and feel that is unique on the market. Guarantees excellent visual comfort, filters the glare of the sunlight without blocking the light. Excellent weather resistance, odourless, antibacterial, and mould-resistant..

### Soltis Proof W96 & SWK Top Waterproof

The Lapure Screen Roof is equipped with a waterproof, sun-resistant and translucent polyester fabric that is coated on both sides with a UV-resistant waterproof coating.

### Canvas roof fabric

Canvas roof fabric made of woven fibreglass threads with a PVC coating, suitable for taut design.

## Loggiawood

Renson always opts for sustainable wood of superior quality. Wood is a natural and living material. Choosing natural materials means you also accept the characteristics that are specific to wood:

- every tree is unique, which gives every plank and wooden blade a different appearance, including visible knots
- small planing lines are inherent to the production process
- the effect of temperature and moisture differences can cause internal stresses that may lead to cracking; the wood gets rougher over time
- the wood turns grey due to the influence of weather fluctuations
- colour differences are possible

This can be seen in the photos below:



discolouration



plane blade



roughness



knots

## **Loggiawood in Western Red Cedar**

Renson always opts for superior quality wood but, when placed outside, the wood has to constantly adapt to humidity and temperature fluctuations.

Loggiawood Privacy panels that are often in the shade and whose blades remain closed for a longer period of time can develop damp spots. You can prevent these stains by opening the blades regularly and turning them 180°. This ensures natural air circulation around the blades.

## **Loggia wood in thermo-ash**

Thermo-ash is thermally modified ash wood. Due to the thermal treatment, the wood is no longer alive, making it more stable than cedar and the blades are straighter. When new, it is a darker brown colour than cedar, and over time it greys more evenly than cedar..

### **How to treat wood?**

When delivered, the wooden blades are untreated and do not require any specific maintenance. Exposure to sunlight and rain will cause them to gradually grey.

If the natural greying is not desired, the wood can be pre-treated with a wood protector (e.g. Rubio Monocoat oil or Duthoo). This treatment should be repeated every year.

Wood that has turned grey can be renewed with e.g. Rubio Monocoat Exterior wood cleaner.

Cedar and thermo-ash require little maintenance. We recommend you remove dirt with special products or a stiff brush and regular water. Never use a high-pressure cleaner as this will damage the wood.

Moisture spots will normally dry out and disappear over time. If necessary, these can be removed with Novakleen.

## **Glass**

The sliding glass panels are, of course, fitted with hardened safety glass. Thickness 10 mm, available in clear or frosted finish.

## **Curtain fabrics**

Polyester fabric with weather-resistant coating. Water and dirt repellent, mildew resistant. Colour fastness 8/8.

## OTHER TOOLS

Want to find out more? Visit the Professional Portal on our website ([renson.net](http://renson.net)) to access the following tools.

- Technical drawings
- Training documents
- Installation manual
- User manual
- [Digital photo book & social media](#)
- ...

