



AWNINGS & OUTDOOR COMFORT

FRAME WARRANTY

•Static – roller tube, front bar, and install bar

•Dynamic – arms, shoulders, and assembly brackets

- The Sunesta™ Patio awning frames Static and Dynamic parts are guaranteed by a complete lifetime warranty against becoming unserviceable because of structural defects in material or workmanship.
- The Sunstyle™ Patio awning frames Static parts only are guaranteed by limited lifetime warranty. Dynamic parts are guaranteed for 15 years against becoming unserviceable because of defects in material or workmanship.
- The Sunlight™ Patio awning frames Static parts only are guaranteed by limited lifetime warranty. Dynamic parts are guaranteed for 12 years against becoming unserviceable because of defects in material or workmanship.
- The Sentry™ retractable screen frames Static and Dynamic parts are guaranteed to the original purchaser for the life of the unit against becoming unserviceable because of defects in material or workmanship.
- The Sundrop™, The Sunbrero™, The Sunroll™, and The Sunplus™ frames are guaranteed for 5 years against becoming unserviceable because of defects in material or workmanship. Any wear, discoloration, or damage from roller tube or cassette seam support will not be covered under manufacturer warranty.

Congratulations, your Sunesta® warranty is now registered based on the information you have provided. Print and safely store this warranty information for future reference with a copy of original receipt or invoice.

Effective for purchases after 1/1/2021

STYLE “A” FABRIC 10 YEAR WARRANTY

Our Style “A” awning fabric is made from acrylic fibers dyed in the mass and carries a 10 year limited warranty (from date of original installation) against becoming unserviceable because of loss of color or strength from normal exposure conditions including sunlight. Sunesta® will repair or replace, with new equivalent fabric that becomes unserviceable. The first eight years of the warranty period provides replacement fabric at 100% discount from then-current retail sales price. Year nine provides replacement fabric at 30% discount from then-current retail sales price. Year 10 provides replacement fabric at 15% discount from then-current retail sales price. Any replaced fabric will be warranted under the remaining term of the original warranty.

STYLE “H, JJ, L, LL, P, R” FABRIC 10 YEAR WARRANTY

These shade fabrics are constructed of polyester or fiberglass and carry a 10 year warranty against becoming unserviceable due to loss of color or strength from normal exposure conditions including sunlight, mildew, and atmospheric conditions. Sunesta® will repair or replace, with new equivalent, fabric that becomes unserviceable. Any replaced fabric will be warranted under the remaining term of the original warranty.

STYLE “D, F,” FABRIC 5 YEAR WARRANTY

These shade fabrics are constructed of polyester, monocrystal, or fiberglass and carry a 5 year warranty against becoming unserviceable due to loss of color or strength from normal exposure conditions including sunlight, mildew, and atmospheric conditions. Sunesta® will repair or replace, with new equivalent fabric that becomes unserviceable. Any replaced fabric will be warranted under the remaining term of the original warranty.

WHAT FABRIC SPECIFIC CONDITIONS APPLY?

- Dimensional stability is guaranteed to remain at plus or minus one percent or less in “no tension” or “constant tension” applications under proper installation and careful use.
- Normal wear, weather soiling, or stains from environmental pollution or other sources are not covered.
- Any wear, discoloration, or damage from roller tube or cassette seam supports are specifically not covered.

WHAT GENERAL CONDITIONS APPLY?

- The awning system must be properly installed, utilized, and maintained.
- The warranty does not apply against deterioration of any kind due to abusive use, harsh cleaning solutions, malfunction, negligence, accidents, vandalism, high winds, extreme rain or hail, fire, or any other acts of God. The frame warranty does not apply against rust, corrosion, chipping, or peeling.
- Normal wear, weather soiling, or stains from environmental pollution or other sources are not covered.

HOW LONG IS THE COVERAGE PERIOD?

Sunesta®/SEMCO® (Southeastern Metals Manufacturing Co.) warrants to the original purchaser only its products to be free from defects in material and workmanship under normal and proper use for a period specified for each product and fabric type beginning from the date of purchase. Any such defects must be reported within the warranty period (proof of purchase required), and Sunesta®’s only obligation under this limited warranty shall be to replace or repair, at its option, those parts which are deemed defective. Sunesta® is not responsible for additional warranties extended by the Sunesta® dealer.

5-YEAR MOTOR WARRANTY

(applies to all Sunesta® Products that have motors)

Sunesta® warrants all of its motors, controls, switches, and electronic accessories to be free from defects in material and workmanship under normal and proper use for a period of 5 years starting from the date of purchase. Batteries are not covered. **Freight and labor cost for removal or reinstallation of the awning and/or parts shall be the sole responsibility of the purchaser.**

HOW DO YOU GET SERVICE?

Call the authorized Member of the Sunesta® Dealers’ Association™ (SDA) from whom you purchased the product to inspect the installed product at 1-800-SUNESTA. Any suspected defective part will be returned to Sunesta®, shipped prepaid. After receipt of Sunesta®’s return authorization number, Sunesta® will inspect the frame part, motor, or fabric to determine the validity of the warranty claim. The Sunesta® dealer will be notified of the warranty claim status. If a Sunesta® dealer is not available, then the purchaser should contact Sunesta®/SEMCO® at 6500 Youngerman Circle, Jacksonville, Florida 32244 (904.268.8000) for instructions. **Freight and labor costs for removal and reinstallation of the awning and/or parts shall be the sole responsibility of the purchaser.**

IMPLIED WARRANTIES

Implied warranties, as provided by state or federal law, including “warranties of merchantability” and “warranties of fitness” are limited in duration not to exceed the “coverage period” as described on this warranty.

NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES

Sunesta® shall not be liable for any incidental or consequential damages, loss or injury. Sunesta will not be responsible for damage to any structure to which the awning is installed or attached, or to items or property located above, below or near the awning. This warranty does not include damage to the awning framing system and/or to component parts caused by improper installation, reinstallation, or service. Further, this warranty is void if the awning is repaired, serviced or sold by an unauthorized Sunesta® dealer. Some states do not allow the exclusion of incidental or consequential damages, so the foregoing limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

IMPORTANT OPERATING & CAUTIONARY INFORMATION

The Sunesta™, Sunstyle™, Sunlight™, Sundrop™, and Sunplus™ retractable shade systems contain strong springs under tension. To prevent possible injury, call your dealer if removal or replacement of the fabric, motor, or frame parts becomes necessary. Please keep in mind that all Sunesta® awnings are designed primarily for sun protection. They are not designed to withstand high winds or more than light rain, especially on shallow pitch installations where rain may collect on the fabric. During those times, the awning must be fully retracted to prevent damage not covered by the warranty. While virtually no maintenance is required, you may wish to wipe the frame and fabric periodically using a soft cloth with plain water or mild soap. **For abnormal environmental locations, such as products installed near salt water or salt spray, the awning must be washed with fresh water as often as needed.** All dynamic moving parts of the awning should be coated with silicone spray. Do not use oil based sealants as they can stain fabric.



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