



GUARANTEE

Shelter Outdoor provides guarantee
for the produced metallic structures against defects due to wrong
manufacturing procedures for

Cabana and Pergolas

5 YEARS

Furthermore we guarantee that the used materials are the ones
expressly declared in our structural engineering reports.

The guarantee for the textile membrane given to Shelter Outdoor by the PVC
membrane's producer, along with the flame retardancy declaration and
relevant specifications, have to be considered an integral part of our guarantee.

EXCLUSIONS:

Excluded from the guarantee are any damages due to acts of vandalism.

CONDITIONS OF GUARANTEE APPLICATION:

In the event that a manufacturing defect is reported, for guarantee application we
need to immediately receive a detailed documentation proving the claimed
defect .

We reserve the right, in case the given documentation is not complete, to request
additional information and specifications before considering a guarantee
application.

The guarantee commencement date will be the date specified in the bill of lading.
In the case of non-fulfilment of the contractual terms the application terms of the
guarantee will automatically expire.

SHELTER OUTDOOR
1005 W Fairfield Rd. | High Point, NC | 27263-1609
shelteroutdoor.com | info@shelteroutdoor.com | 1.855.768.4450



PURE PERGOLA WARRANTY

How Does the Warranty Work with My New Pure Pergola?

A premium aluminum pergola or patio cover is one of the most cost-effective home improvement investments you can make. Unlike wood, aluminum requires minimal maintenance, and unlike vinyl, it offers superior strength, durability, and aesthetics. In addition to enhancing your outdoor living experience, a well-designed aluminum structure can increase the value of your home.

Pure Pergola products are engineered to provide decades of enjoyment. Whether you choose a pergola, patio cover, screen room, or sunroom, our extruded aluminum systems are built to withstand the elements and maintain their beauty for years to come. We want you to enjoy complete confidence in your investment—not just on installation day, but for many years afterward. That's why Pure Pergola backs its products with one of the industry's strongest lifetime material warranties.

We manufacture our components to exacting standards using premium materials and advanced engineering. If any Pure Pergola beam, rafter, post, lattice panel, or structural component bends, cracks, or experiences a manufacturing defect, simply contact us for a replacement. If the powder-coated finish chips, peels, or fails under normal conditions, we will work with you to resolve the issue. Even our fastening systems are designed for long-term performance and reliability.

Pure Pergola Quality = Confidence

We proudly stand behind our lifetime warranty because our products are built to perform. In reality, warranty claims are rare because Pure Pergola structures are engineered and manufactured to exceptionally high standards. Here's why homeowners can expect years of worry-free enjoyment with only routine maintenance:

Hurricane-Tested Strength

Pure Pergola products were developed with extreme weather conditions in mind. Our structures are engineered to withstand demanding environments, including high winds and severe storms, providing exceptional durability and peace of mind.



PURE PERGOLA WARRANTY

Premium Extruded Aluminum Construction

All primary structural components are manufactured from 100% extruded aluminum—the same high-strength material widely used in aerospace applications. This superior material delivers an outstanding strength-to-weight ratio, allowing our structures to withstand heavy snow loads, driving rain, intense sun exposure, and strong winds. Unlike many competitors that use rolled aluminum, Pure Pergola utilizes extruded aluminum for maximum structural integrity and long-term performance.

Precision Engineering and Tight Tolerances

Every Pure Pergola component is designed and manufactured with precision. Our beams, posts, roofing systems, and decorative elements are engineered to fit together seamlessly, enabling efficient installation while maximizing strength and stability. Precise connections also help minimize gaps where moisture could otherwise penetrate.

Advanced Hidden Fastener System

Our concealed fastening system enhances both appearance and durability. Non-aluminum fasteners are manufactured from advanced Zytel® nylon resin enhanced with titanium dioxide for superior UV resistance. Originally developed for demanding automotive applications, these high-performance fasteners resist wear, minimize maintenance, and help ensure long-lasting structural performance.

When you choose Pure Pergola, you're investing in a premium outdoor living solution designed to deliver beauty, strength, and reliability for decades to come.

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PARASHADE

MANUFACTURERS WARRANTY

Shelter Outdoor guarantees that Shelter Outdoor's Parashades, if installed and used in accordance with our guidelines, are free of defects in materials and workmanship for the period of 5 years for the frame and 3 years for the canopy (back to back guarantee from the fabric supplier) from date of invoice.

The obligations under this guarantee are limited to faulty manufacturing, defective materials and mechanical failure that occurs during normal usage and care.

The obligations under this guarantee do not include damage caused by; incorrect installation or usage, accidents, negligence, high wind or extreme weather, extreme atmospheric conditions (including salt levels), not following maintenance instructions, normal wear and tear and natural degradation, fading or aging, slight color variations between the fabric and color samples, slight color variations between components and profiles caused by standard manufacturing process or third party damage, howsoever caused

The foregoing sets out the extent of this guarantee.

Shelter Outdoor shall not otherwise be liable or responsible for any direct, indirect, incidental or consequential damage, costs or losses of any kind arising out of or in connection with the umbrella or components or for any delay by Shelter Outdoor or the component manufacturer in undertaking repairs or replacement under this guarantee.

Except as expressly provided herein, all other warranties, representations, conditions, undertakings, rights, duties or liabilities, whether arising by implication of law or otherwise, are hereby expressly excluded.

If you need to make a warranty claim, please contact Shelter Outdoor directly or via the agent from whom you purchased your Parashade.

Please note:

If a Parashade is repaired under guarantee the guarantee period will not be extended.

Shelter Outdoor shall, at its sole discretion, determine whether repair or replacement is appropriate.

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MANUFACTURERS WARRANTY

P-Series umbrella

1. Requirements for warranty

1.1. Duration of the warranty

Shelter Outdoor guarantees your umbrella for a period of 5 years starting from the day of invoice. The warranty for fabric and electric spare parts is covered by the respective manufacturers. Repair under warranty never means that the warranty period will be extended.

1.2. What does this warranty contain?

This warranty covers dispatch of all spare parts free of charge or dispatch upon repair of a default article.

1.3. What is not covered by this warranty?

- Damage caused by an accident, negligence, storm, wind, accumulation of water, wrong installation, not following the maintenance instructions, wrong use or natural aging.
- Damage caused by exposure to hazardous atmospheric situations due to industry or a high salt level.
- Small color variations between the fabric and the color samples and between the components and profiles, which are caused by the industrial process.
- Costs for taking off or reinstalling the umbrella or the faulty part and damage or traveling costs resulting from it.
- Damage to a third party.
- Repair costs by a third party.
- Standard protection cover of PVC.

2. Procedure in case of warranty

Please always consult Shelter Outdoor

We will repair your umbrella or will determine the parts that have to be replaced. We will order these from Shelter Outdoor and will carry out the repair as soon as possible.

Procedure to be followed by the dealer when replacing parts:

-You describe thoroughly the damage on the document of claims and you send it together with clear pictures to info@shelteroutdoor.com

-After receipt of the document and pictures you receive a return number (KK) together with the notification if the damage is covered by the warranty conditions.

IN CASE OF WARRANTY:

-We send you a replacement part OR

-After approval from Shelter Outdoor: You follow the procedure below to send back the defective part:

A: Wrap the defective part firmly and mention the original order number "KK" clearly on the package.

Send it to Shelter Outdoor - 1005 W Fairfield Rd. | High Point, NC | 27263-1609

B: Unauthorized shipments that deviate from the above procedure will be refused.

C: Upon receipt and verification of the defective part Shelter Outdoor sends the repaired or replacement part immediately.

IF THE DAMAGE IS NOT COVERED BY THE WARRANTY CONDITIONS SHELTER OUTDOOR CONTACTS YOU.

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GUARANTEE

The Factory provides guarantee

The guarantee on cloth and fabric is extended to 5 years in the case of normal use and maintenance.

AOLUS umbrella

5 YEARS

EXCLUSIONS:

Excluded from the guarantee are any damages due to acts of vandalism.

CONDITIONS OF GUARANTEE APPLICATION:

In the event that a manufacturing defect is reported, for guarantee application we need to immediately receive detailed documentation proving the claimed defect.

We reserve the right, in case the given documentation is not complete, to request additional information and specifications before considering a guarantee application.

The guarantee commencement date will be the date specified in the bill of lading. In the case of non-fulfilment of the contractual terms the application terms of the guarantee will automatically expire.

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Outdoor shelter systems

Congratulations on the purchase of your Outdoor Living patio cover!

A professional Shelter Outdoor dealer just installed your premium Outdoor Living patio cover. Great choice! Shelter Outdoor aims for maximum customer satisfaction, which is why this document includes the Outdoor Living user manual and accompanying maintenance instructions. The due diligence and care accompanying correct operation and regular maintenance guarantee years of patio cover enjoyment. What happens if a problem occurs during the warranty period despite normal use and Shelter Outdoor selected high-quality materials? This document tells you everything you need to know so you and your Shelter Outdoor installer can identify a quick and efficient solution. This special terms and conditions document supplements Shelter Outdoor's general terms and conditions (available on the Shelter Outdoor website) and includes the following: 1. User manual and maintenance: Read this manual carefully. Use your Outdoor Living solution according to the guidelines. Maintain your Outdoor Living solution according to the guidelines. 2. Warranty conditions: This document specifies what is and is not covered by the warranty. It also includes a longer manufacturer's motors, fabric, and remote controls warranty.

General

Shelter Outdoor's S1500(XL), S1600(XL), S2000(XL), Outdoor Living solutions are aluminum patio covers equipped with rotating aluminum louvers as a sun protection roof. Optional: Structures can be equipped with rain and snow sensors. The S2000(XL), pergola sides can be closed with integrated ZIP screens in PVC or screen fabric. These can also be equipped with clear PVC material window(s). Outdoor Living S1500(XL) can only be equipped with surface mounted S1200 Zip screens (not built-in). The screens are electrically operated and can be equipped with automatic wind and/or sun sensors. The Outdoor Living systems are free-standing, mounted to a façade, or flush-mounted. A S2000(XL), module can be equipped with one or two roof sections. Multiple Outdoor Living S1500(XL), S1600(XL), B200(XL), modules are compatible as extensions.

Caution

Please keep in mind that Outdoor living systems are patio covers. They are not suitable as permanent living quarters or storage for furniture and objects, however valuable.

Waterproofing

The Outdoor Living system is especially water resistant but not guaranteed to be 100% waterproof.

Shelter Outdoor's Outdoor Living systems comply with Belgian standard NBN 306-approved water drainage when correctly installed. For this purpose, at least one water outlet per 15m² of roof surface must be installed for each roof section. Moreover, an effort should always be made to ensure the most natural drainage possible, i.e. using the nearest vertical support. For pergola extensions, Shelter Outdoor is not responsible for the waterproofing of the strip between the wall and patio cover. The screen and roof motors comply with the IP44 and IP66 Dynamic safety classifications. Some rainwater or condensation may drip from the cover when opening the louvers S1500(XL), S1600(XL), S2000(XL), after a rainstorm. High or powerful wind gusts may blow rain off the louvers into your Outdoor Living solution. Some screen condensation on the inside is also possible. Shelter Outdoor recommends allowing the damp fabric to dry before rolling it up to prevent mildew. Fabric with clear PVC windows or screens should never be rolled up when wet. In exceptional, extremely heavy downpours, the integrated rain gutters may not be able to fully compensate and drain the flow of rainwater. Water drainage and sealing also cannot be guaranteed for consecutive freezing and thaw cycles. Outdoor Living solutions equipped with the add-on rain sensor close the roof by rotating the louvers completely flat (horizontal). Sometimes a few raindrops may slip into your Outdoor Living solution in that short space of time between the first few raindrops and louver closure. Use of the rain sensor option in no way guarantees foolproof operation. Please regularly clean the rain gutters to prevent clogged drains. If the pergola has multiple sensors (e.g. rain, snow, etc.), these sensors may temporarily inhibit pergola operation.

Snow, freezing and extreme temperatures, and overuse.

Outdoor Living solutions are aluminum patio covers with sun protection roofs that are not designed to operate in freezing temperatures or support snow loads. If it snows, rotate your Outdoor Living S1500(XL), S1600(XL), S200(XL), louvers into a fully vertical position to prevent any snow accumulation. The S1500(XL), S1600(XL), S200(XL), can withstand a snow load of 35kg/m². Moreover, Shelter Outdoor guarantees no lasting louver deformation for the S1500(XL), S1600(XL), S200(XL), under a max snow load of 100kg/m². Nevertheless, water may seep through the louvers under these snow loads. A low-temperature safety is compatible with some sensors. This safety automatically opens the louvers of the S1500(XL), S1600(XL), S200(XL), to 90° when temperatures drop below +/- 2° without precipitation. Frost protection is disabled on all patio covers by default. However, your dealer must enable this if your sun protection system is in a cold and snowy region (e.g. Germany, Switzerland, Austria, Italy, Scandinavia, Slovenia, the Baltic States, Eastern Europe, USA, Canada, etc.). Shelter Outdoor is not liable for the installation, structural integrity, quality, and damage to or by these infill panels. Regardless of the permitted snow load, the roof must be cleared of snow during heavy snowfall. Do not step on the panels.

Use of the safety and/or rain sensor option in no way guarantees foolproof operation. Users are responsible for checking this.

Water drainage and sealing also can't be guaranteed for freezing and thaw cycles. Extreme heat or overuse: equipped with thermal protection, motors operate standard up to 60°C. However, frequent consecutive operations may cause the motor to overheat. When this occurs, the built-in thermal protection system temporarily shuts down the system for ten (10) minutes, after which the motor again becomes operable.

Wind resistance

Awnings are subject to the European standard EN 13561, which determines which quality performance requirements the awning meets. This performance requirement is specified as a wind resistance class corresponding with the wind force to be resisted, expressed in Beaufort. All Shelter Outdoor products are certified CE wind resistance class 2 under the EN 12561 European standard. Even the PVC fabric Outdoor Living screens meet this standard when lowered. PVC screens must be fully retracted at 38 km/h wind speeds. All Shelter Outdoor ZIP screens with a surface area of up to 10m² can withstand wind speeds up to 49km/h. Screen fabric must be fully retracted at wind speeds over 49 km/h. ZIP Screens > 10m² are resistant to wind speeds up to 38km/h. Do not operate screens or fabric roofs when wind speeds exceed 30 km/h.

Shelter Outdoor also guarantees that a load-bearing structure with closed louvers can withstand wind speeds up to 100km/h. For the S1500(XL), s1600(XL), S2000(XL), the louvers must be opened to a 30° to 45° angle during wind speeds above 100km/h. If equipped with Shelter Outdoor's sliding door addon feature, these must also be fully retracted. Wind speeds higher than 120 km/h can lead to permanent damage. All Outdoor Living patio covers can be equipped with the wind sensor option, which automatically rolls screens up and/or retracts fabric roofs based on the wind speed safety you set. As mentioned earlier and in exceptional weather conditions, this wind sensor does not provide guaranteed cover.

Installation and commissioning

Your licensed Shelter Outdoor dealer is solely responsible for the assembly, mounting, and set-up of the roof, screens, heating, lighting, speakers, and sensors. To facilitate this work, the dealer has access to the Dealer Assembly Instructions,

available for download on the Shelter Outdoor's Website. (www.ShelterOutdoor.com). The dealer or a licensed electrician is also responsible for connection to the electricity grid according to the applicable standards. For sensor control, they must equip the fuse box with a switch to switch the Outdoor Living system on and off or de energize the installation.

The dealer also ensures that the patio cover is earthed and can be connected to your home automation. Shelter Outdoor is in no way liable or responsible for the installation and commissioning. Shelter Outdoor shall not be held liable for indirect damage or loss such as, but not limited to, loss of profit, transport and labor costs, compensation for loss of use or damage to people or property, damage suffered by third parties, or any other consequential damage.

Shelter Outdoor may also not be held liable for goods that have already been modified, processed, or resold to third parties. Goods may not be returned without Shelter Outdoor prior written consent. Consent to take back the goods does not constitute an admission of liability.

Safety features

Please read this section carefully before using your Outdoor Living pergola for the first time. Your Outdoor Living solution is designed to be a high-quality patio cover with sun protection properties. Only use the patio cover for its intended use. Your Outdoor Living solution is not designed as a toy. Ensure children never climb on the patio cover or hang from the structure. Do not let children play with the remote controls. Store or hide them out of reach. Prevent fingers and hands from being pinched between sliding doors, louvers, fabric screens, or other mechanical parts. Never attach objects or accessories on or to your Outdoor Living solution. Only accessories specially designed by Shelter Outdoor may be mounted and/or installed by a licensed Shelter Outdoor dealer. Keep obstacles such as branches, cables, toys, and garden accessories away from opening or closing awnings and rotating or retracting louvers. Immediately switch the motor off if it produces unusual sounds. If you are unable to independently identify the issue, please consult your dealer. Remember that the rain, sun, and wind sensors may autonomously open or close the louvers or fabric at any time.

Operation

Use the accompanying Somfy RTS / io remote, to operate your Outdoor Living patio cover. Somfy RTS and io remote control commands are transmitted by radio (frequency RTS/Shelter Outdoor Connect 433.42 MHz / io 868.84MHz) to the various parts and motors. The Somfy RTS signal / Shelter Outdoor Connect can be externally interrupted. Your licensed Shelter Outdoor dealer has pre-programmed the remote control with the correct minimum and maximum settings for each screen and fabric cover. They have also set the correct channels for each motor. These remote(s) also operate LED lighting and patio heating. Press or tap 'UP' to open or close the louvers, screens, or PVC fabric screens, or

switch the lights or heating on. Press or tap 'DOWN' to do the opposite. Please refer to the corresponding manual for some Somfy controls with enhanced features and sensors. If the battery is empty, the remote's LED light will no longer illuminate, and commands will not be executed. Movable parts (e.g. screens, louvered roofs, etc.) may only be operated when in the user's field of view. This enables them to stop or reverse a command in the event of unforeseen circumstances (e.g. obstruction by people, furniture, etc.) After a power outage, the S200XL must be completely opened or closed when next used. The roof will function normally again afterwards. However, if using io, sometimes the roof must be opened and closed at least four times before the frost detection sensor properly resets. To ensure long LED strip life, please leave the LED lights on for at least an hour every day after sunset.

Maintenance

General

Correct use and regular maintenance guarantee years of patio cover enjoyment. Outdoor Living patio covers do not require much maintenance; however, the points below are worth bearing in mind if you wish to significantly extend the life of your solution.

Proper installation and set-up by a licensed Shelter Outdoor installer and correct connection of the system to the electricity grid are the most important prerequisites for carefree maintenance. Regularly check your patio cover for toys, birds nests, branches, leaves, and other items that might end up on the roof. Remove them immediately before they can cause damage. Regularly clean the rain gutters to prevent clogged drains. Always switch the sensors off when performing maintenance on your Outdoor Living solution. Sales related to embankment installation are not recommended (potential sand damage). The patio cover and its separate parts do not meet UL standards. General: the aluminum structure and roof are not self-cleaning. This means that you need to schedule regular maintenance and cleaning. This should happen at least twice a year or more if you are in a heavily polluted area and/or exposed to ocean air.

Aluminum profiles and louvers

The aluminum profiles and louvers must be cleaned with lukewarm water and a gentle cleaning agent. Do not use high-pressure cleaners, scouring pads, or other abrasive

substances. Do not use harsh or corrosive products. Because the production of the different profiles involves several separate runs, there is always a chance of color variation between the patio covers aluminum parts.

Fabric screens with clear PVC windows

Fabric screens are subdivided into the part with clear PVC window(s) and all other screen parts. Clean clear PVC windows with lukewarm water only. Never retract wet screens. Clean the opaque part of these screens according to the Opaque fabric screens instructions.

Opaque fabric screens

Clean the fabric screens with a gentle cleaning agent dissolved in lukewarm water. The opaque part of the fabric screens should also be cleaned this way. Always rinse the cloth with lukewarm water after cleaning. Avoid scouring pads or other abrasive substances; do not use harsh or corrosive products. Do not clean in direct sunlight; soapy water that dries (too) quickly can leave permanent stains on the fabric. Shelter Outdoor recommends allowing the damp fabric to dry before rolling it up to prevent mildew. Depending on the fabric screens color and design, the color may fade slightly over time or even discolor due to sunlight. Rolling up your fabric screens may give the fabric a waffle, herringbone, wavy, or pleated texture.

Professional technical maintenance

In addition to your standard maintenance, Shelter Outdoor recommends having your licensed Shelter Outdoor dealer perform technical maintenance on your Outdoor Living solution. Standard residential installations should undergo annual technical maintenance. Twice-yearly technical maintenance is recommended for Outdoor Living solutions at commercial and catering establishments and residential installations in coastal areas.

Contractual warranty scope

1. The Shelter Outdoor warranty on S150(XL), S1600(XL), S200(XL), patio cover parts is five (5) years from the time of installation by a licensed Shelter Outdoor dealer, except for those parts stipulated in paragraph 4 covered by the respective Shelter Outdoor supplier's proprietary warranty period. Shelter Outdoor assumes a maximum period of two (2) months between ex-works and installation. The new deadline will be deducted from the stipulated warranty period if this period is exceeded.

2. If patio cover ownership is transferred without a change of the cover's location, then the warranty will remain in full effect for the new owner.

3. The warranty also covers parts not manufactured but assembled by Shelter Outdoor, including fabric, motor(s), remote(s), sensors, and other electronic parts. The suppliers' warranty applies to these parts: Motor, remote, and fabric warranty period: General Warranty (support structure or mounting, paint color and gloss) 5 years. Louvered roof motorization and control units 5 years. LED lighting and corresponding control units 2 years. Electric heating 2 years or 5,000 hours. Audio parts 2 years. Clear PVC material (windows) 2 years. Fabric screens or colored PVC fabric 5 years with a depreciation of value after 2 years. Year 1: 100% value warranty. Year 2: 100% value warranty. Year 3: 80% value warranty. Year 4: 60% value warranty. Year 5: 50% value warranty.

General 5-year warranty/Control units and sensors: 3 years (exceptional 2 years for rain sensors) / LED lighting (LED strips and control units): 2 years / Fabric screens, color PVC fabric: 5 years (see depreciation table) / clear PVC material (windows): 2 years / Electric heating (infrared): 2 years or 5,000 hours, whichever occurs first. Lamp breakage is no longer under warranty after commissioning. / Audio: 2 years/fabric screens (sectional or whole cloth) creasing is not covered by warranty. Rolling up fabric screens may give the fabric a waffle, herringbone, wavy, or pleated texture. The scratches and gradual dullness of clear PVC material are part of the natural wear and tear and are not covered by warranty. PVC and clear PVC fabric discoloration due to nicotine and tar stains is also not under warranty. Clear PVC material may display matt discoloration over time. Fabric with clear PVC windows is more vulnerable to temperature fluctuations. Consequently, they are more susceptible to shrinkage, distension, and creasing than fabric without clear PVC windows. Fabric is covered for two years, followed by consecutive annual depreciation of 20% (Year 1: 100% - Year 2: 100% - Year 3: 80% - Year 4: 60% - Year 5: 40%), fabric with clear PVC material window(s): 2 years (scratches and gradual dullness of the clear PVC material is part of the natural wear and tear and is not covered by warranty).

4. Non-Shelter Outdoor products that merely fall under the installer's available services are not covered by the Shelter Outdoor warranty. These parts are under the respective supplier's warranty.

5. The buyer may only make a warranty claim if the dealer detects the defect within the patio cover's warranty period and provided the buyer reports the defect to the Shelter Outdoor dealer within five (5) days of having detected or normally having should detected it.

6. The warranty does not affect assurance-related legal rights and obligations.

7. These warranty terms and conditions cover Shelter Outdoor's sole and exclusive product warranties vis-a-vis the buyer.

Shelter Outdoor offers no warranty whatsoever outside of the warranty specifically stipulated in this document.

Dealer warranty conditions

Warranty coverage

1. Shelter Outdoor will arrange to ship repaired or replacement parts for the stipulated warranty period.

This is free of charge provided Shelter Outdoor accepts the complaint and provided any requested returns are effectively sent to Shelter Outdoor within the stipulated term. The Shelter Outdoor warranty does not cover the installation, transport costs, or any hourly wages.

2. Should the Shelter Outdoor dealer agree with the warranty claim, they guarantee proper compliance with Shelter Outdoor's repair and replacement guidelines and procedures.

3. Any parts installed to remedy the defect are covered by warranty until the end of the contractual term. Re-pairs under warranty do not extend the original warranty term of the part concerned.

Warranty exclusions

The warranty does not cover the following: Minor color deviation from the color samples or between connected parts and profiles due to finishing in separate batches during the production process or replacement. There may be color variation between orders placed at different times due to the use of powder coating from different manufacturers. If the customer provides Shelter Outdoor with a special code, it can verify whether the order in question can be treated with a specific manufacturer's product. Shelter Outdoor reserves the right to select the powder coating manufacturer should it not be supplied with a specific powder coating code. Visible damage not reported on delivery will only be accepted within a period of three (3) months of Shelter Outdoor's departure and provided evidence of the product in its unassembled condition is made available. Damage to or by third parties and repairs by third parties. Screen fabric (sectional or whole cloth) creasing is

not covered by warranty. The scratches and gradual dullness of clear PVC material are part of the natural wear and tear and are not covered by warranty. PVC and clear PVC fabric discoloration due to nicotine and tar stains is also not under warranty. Extension pergolas: waterproofing of the strip between the wall and patio cover. This is the dealer's responsibility. Warranty claims become void if: the Shelter Outdoor dealer is not notified in writing of the defect within five (5) days of the customer's discovery thereof. The damage is due to accident, negligence, storm, water accumulation (pooling), incorrect installation, disregard of the regulations, use while freezing, incorrect use, or normal wear and tear. The damage is due to external factors. Among others, this includes damage caused by climatological, chemical, thermal, mechanical, or other factors, e.g. sand, salt deposits, storm, tree resin, overhead wires, flying rocks, industrial pollution, aggressive cleaning products, disruption of the RTS signal (e.g. high-voltage cables), high salt content, and bird droppings. Wind protection is always recommended, but it is never 100% foolproof, e.g. in case of strong or sudden gusts of wind. The patio cover is fitted with foreign parts, or Shelter Outdoor parts are replaced with parts by other brands, even if these interventions are performed by a Shelter Outdoor dealer. The patio cover or one of its parts is not installed or repaired according to Shelter Outdoor's instructions. The instructions for maintenance and handling of the patio cover (see manual and/or warranty booklet) are not respected. Appointments for specific technical inspections and/or replacements (product improvement procedures) are ignored or disregarded. The linear motors are specially configured for the Somfy io pergola housing. The set threshold current must not be altered. Tampering will invalidate the motor warranty. Shelter Outdoor shall not be held liable for indirect damage or loss such as, but not limited to, loss of profit, transport and labor costs, compensation for loss of use or damage to people or property, damage suffered by third parties, or any other consequential damage.

Shelter Outdoor may also not be held liable for goods that have already been modified, processed, or resold to third parties. Goods may not be returned without Shelter Outdoor's prior written consent. Consent to take back the goods does not constitute an admission of liability. For paintwork damage under the criteria below: The painted (powder coated) product surface of all systems is inspected by the naked eye in natural light from an angle inclination of about 60° to the surface (edges, deep grooves, and secondary surfaces are not included in the relevant surface). None of the following defects must be visible from five (5) meters: excessive coarseness, blistering, inclusions, cratering, dull spots, holes, pockmarks, scratches, or other impermissible defects. The coating must be of uniform color and gloss, providing proper coverage. For products composed of parts made from different materials, the different parts may vary somewhat in glossiness.

Installation/wind and snow resistance

Shelter Outdoor is not liable for installation materials that are too weak or not fit for purpose. Wall and floor or outdoor wall mounts are not included and must be selected based on the surface type. Contact a structural engineer for concerns or where necessary. Regardless of the permitted snow load, the roof must be cleared of snow during heavy snowfall. Do not step on the panels. Additional reinforcement is required for structures unable to withstand these forces. Shelter Outdoor is not responsible for additional reinforcement. Installations that deviate from the above are not under warranty. Shelter Outdoor is not responsible for the waterproofing of the strip between the wall and the pergola. If side walls with an open structure of at least 50% are installed, these must be extended as far as possible and locked into place for wind speeds above 50 km/h. Resistance to additional forces, e.g. wind and snow, must be calculated for side walls with a closed structure (e.g. glass walls) or open structures of less than 50%. Additional reinforcement must be installed for structures unable to withstand these forces. Shelter Outdoor is not responsible for additional reinforcement. Shelter Outdoor is not liable for damage to and by non-Shelter Outdoor accessories installed.

Under warranty complaints procedure

1. Immediately describe and document your complaint in as much detail as possible (photos, CMR records, etc.). That enables us to directly process complaints and quickly ship any requested replacement parts. Well-documented complaints also ensure that many items no longer need to be returned to Shelter Outdoor, and they significantly accelerate how quickly your complaint is handled. One of our back-office staff would be pleased to help you pinpoint what you need and what should or should not be returned.
2. If certain items need to be returned to Shelter Outdoor, please do so in time: CIs returned and arriving after 45 calendar days will be automatically and irreversibly invoiced. To help you remember, an automatic reminder will be sent after 30 calendar days for each complaint involving an item return.
3. The preceding also means no invoice will be sent when the replacement parts are sent. You will only be issued an invoice for the shipped parts if the complaint has been handled and classified as unjustified.
4. To prevent lost returns, we kindly ask that you observe the following:
 - Always send a return with its CI number. You can request this number from your assigned Shelter Outdoor contact. Returns without a CI number listed on each package will not be processed' and will be destroyed. Additional information (VO number, dealer name, etc.) is welcome.
 - Do not put several CIs in the same package.

- Make sure the person collecting the Cls signs off on the internal transport documents, whether it concerns a Shelter Outdoor or third-party transport company, a representative, etc. That way, you have proof that you effectively made a return. Shelter Outdoor will always send you this document by e-mail for returns accompanying a specific complaint.

5. Damages: Shelter Outdoor classifies damage as follows: The packaging is damaged: a photo must be taken of the damaged packaging and the damaged goods still in the packaging, i.e. before the parts have been assembled. Naturally, this type of damage must also be detailed in the CMR; otherwise, we cannot recover the related costs from our carrier. All

information must be transmitted to Shelter Outdoor within five (5) working days of delivery.

In the event of damage to assembled/installed products, Shelter Outdoor assumes that the damage occurred during or after assembly/installation.

6. Use of photos as evidence: if you wish to use photos as proof of damage, please ensure that your photographs are sufficiently clear and that you send close-up (detailed) pictures and a general picture of the entire part/product. A general photo shows us where the problem is, while a close-up could help us pinpoint the cause.

Expiry of contractual warranty

All defect claims become void with the expiry of the warranty period.

End consumer use

The Dealer must inform the end consumer about the pergola's correct use and maintenance under the warranty conditions.