



# 2021 RETAIL Limited Warranty

Effective January 1, 2021 and applicable for SUNAIR'S retail division only

**DEAR AWNING & SCREEN OWNER!**

**CONGRATULATIONS** on your new purchase! We would like to thank you for choosing SUNAIR® for your shading needs. You will find that your new awning or screen will give you many years of satisfactory service. Proudly manufactured in the USA, your awning and screen frame is covered by the following limited warranty.

- 15 year Limited Frame Warranty:** Models: Sunair® & Suntube®  
**8 year Limited Frame Warranty:** Model: Sunstar®  
**5 year Limited Frame Warranty:** Models: Maxi, Combi,  
Solharo®, Mastershade® (screens),  
Canopies, and Awning Assist Braces.  
**3 year Limited Warranty:** Model: Sunchoice® Elite & Classic (Frame, motor, & fabric )

SUNAIR® (Awnings Unlimited Inc.) warrants the above specified "Frames" for a period of either three (3) to fifteen (15) years from the date of original purchase (See above designated warranty period for each system type). The paint/ finish on all models are warranted for five (5) years from original purchase (except Sunchoice® Awnings where the paint is warranted one (1) year). The motors, electronics, and heaters are warranted for five (5) years from original purchase by the manufacturers of these products (except Sunchoice® Awnings which is warranted for three (3) year). Acrylic and vinyl fabrics are warranted for five (5) to ten (10) years by the manufacturer of these fabrics (Depending on type of fabric). Market Awning fabrics are warranted for three (3) years. See separate manufacturer's limited warranties for fabric, motors, and electronics. If the awning is installed by Awnings Unlimited Inc. / SUNAIR® Awnings and Solar Screens "Retail Division", the installation and labor will be warranted for 1 year from original installation date. Under this limited warranty, SUNAIR® warrants to the original purchaser "customer" but not a third party that the frame be free from defects in workmanship and materials under normal and proper use during the warranty period. Under this warranty, SUNAIR® agrees to repair or replace at our facility or in the field (at our option) any aluminum hardware or component part, including any "in the field" labor related to the repair (If product was installed by SUNAIR®). All "self" (customer) installed products must be brought back to Sunair for repair or warranty service. Any defect must be reported within the warranty period listed above and approved by SUNAIR®.

### WARRANTY EXCLUSIONS:

Normal wear and tear is not covered by this warranty (See product specific and additional warranty exclusions and care and maintenance instructions below). Any item replaced under warranty or from wear and tear does not extend the warranty period. SUNAIR® assumes no liability for damage due to use or misuse for which the product was not intended or improper maintenance and cleaning, whether routine or otherwise, or if product has been tampered with or re-installed in a different place by owner. SUNAIR® is not liable for damage to any structure to which the product is attached, or to property above or near the product. This warranty does not cover any damage to the product or structure caused by nature such as acts of God, ice, snow, rain, high winds, gales, hurricanes, tornadoes, vandalism, neglect, fire, use of which the equipment is not intended, weights or loads allowed to accumulate, dents, scratches, weather soiling/stains from environmental pollution, degeneration due to saltwater corrosion, or normal wear and tear from use. This warranty is in lieu of all warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose. SUNAIR® will not be liable for any consequential or incidental damages, or injuries arising from an alleged breach of this limited warranty. This warranty gives specific legal rights and you may also have other rights that may vary from state to state. If after one year any parts of the systems are found to be defective and needing replacement, or the product needs adjustment, any in the field labor related to the repair or replacement is not covered under this warranty. Any such "in the field" labor charges will be billed at normal SUNAIR® labor rates. SUNAIR® does not warrant any electrical work for any motors or controls. SUNAIR® will re-adjust the pitch of your awning once within the installation / labor warranty period at no charge if it goes out of adjustment. The cost for the second and any subsequent visits to adjust the pitch will be borne by the buyer at normal SUNAIR® service rates. Purchaser shall defend, indemnify, and hold SUNAIR®, Awnings Unlimited Inc, harmless against all claims, suits, proceedings, losses, liabilities, and damages (Including costs expenses and reasonable attorney's fees) asserted by third parties against the purchaser which arise out of any act or omission that constitutes a breach of purchasers warranty hereunder. Should a dispute arise under this warranty, it will be governed by the laws of the state of Maryland, and any action to enforce this warranty must be initiated in Howard County, Maryland. This warranty is null and void if the system is sold, serviced or repaired by another service outlet. Further, this warranty is null if product is not fully paid for in a timely manner according to payment terms, or proof of purchase cannot be provided (ie. Invoice or receipt).

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Fabric sent in to be treated with "Flame coat" to become fire retardant is not warranted by Sunair and is subject to the manufacturer's warranty who applied the coating and provided the certificate. Heaters provided by Sunair are sold as "supply" only and not covered by Sunair's warranty. Sunair does not warranty or guarantee that heaters supplied will sufficiently heat the space and final decision on the number of heaters and location of heaters on the project is the purchasers or customers responsibility.

### **PRODUCT SPECIFIC WARRANTIES AND OTHER EXCLUSIONS:**

**SOLHARO®** The cable / Hi-Tec rope is warranted for 2 years from original installation. The cables and tension rollers should be inspected and lubricated annually (Not included in initial cost of the unit).

**PERGOLA.** See separate warranty for Pergola Awning systems.

**ZIPPER SCREENS:** If unit is motorized, monitor the screen during operation. If screen has windows, do not operate if temperature is below 45 degrees. Units with solid fabric and windows will require periodic inspections by the owner to make sure the fabric and zipper do not stick. The windows may cloud up or become foggy over time within the warranty period or prior to the rest of the fabric becoming unserviceable. The "clear plastic windows" are not covered under this warranty. Do not allow the fabric to stay rolled up for long periods of time without airing them out. Do not roll the fabric up wet. If rolled up wet, allow the fabric to dry out as soon as possible. Wind damage is not covered under this warranty. Wind can also pull the zipper out of the track. If wind pulls the zipper out of the track, the zipper will need to be re-inserted which is not covered by this warranty. See separate "Operating" instructions for the SC2500, SC3500, and SC4500 exterior zipper screen systems.

### **More Instructions:**

**AWNING ASSIST BRACES:** Awnings equipped with the optional Awning Assist Braces are not warranted against wind, rain and inclement weather. These are optional products the buyer can add and SUNAIR® does not warranty its use or warrant any damage to the awning, building, awning frame or installation as a result of its use. Awning with automatic sun and wind sensors will need to be disabled before using these products.

Be mindful that all SUNAIR® products are designed primarily for sun protection. Your retractable awning or screen should be in retracted position when you are not on the premises (Except stationary canopies). The product should not be extended during high winds, snow or rainstorms as damage to the awning and building can occur. Even light rain can accumulate and damage the frame and fabric, especially when the awning is installed on a shallow pitch. Sun and wind controls only offer extra protection and is not a guarantee against damage. Systems fitted with sun and wind sensors that are damaged by wind are not covered under this warranty.

Some units require a "center support" to cradle the roller tube. The center support may discolor the fabric over time. This is considered normal wear and tear and is not covered by the warranty. Make sure the fabric always rolls from the top of the roller tube as not to get damaged by the center support. Allowing the fabric to roll completely off the roller tube and back up underneath, will tear the fabric.

If installation is near salt water, please wash the awning at least once a month with fresh water and spray all moving parts with silicone. Proper care should be taken to prevent over spraying of silicone on the fabric.

Motors do not require any maintenance. The motor is installed inside the roller tube. Should the motor get out of adjustment, do not re-set the motor limit switches yourself, notify your SUNAIR® and request a service call.

**Warning!** Retractable lateral Arm Awnings and drop arm awnings have spring-loaded arms. To prevent injury, do not attempt to fix these awnings (Call SUNAIR® for service).

Proper care and maintenance are important if the maximum life of the product is desired. Routine care is simple but certain recommended procedures should be followed. For extended storage periods, make sure your awning is dry and free of debris before retracting to prevent possible mildew. If the awning is retracted while the fabric is wet, extend the awning out after the rain to dry. Remove bird's nests from the frames as the birds can destroy the fabric. The valance can be removed and stored separately. Unscrew one front bar end cap, loosen fabric locks on both ends and slide valance out. Acrylic fabric should be cleaned regularly with a soft brush before substances such as dirt and roof particles become imbedded in the fabric. Most fabrics used today can be cleaned with mild detergent. You must check with SUNAIR® for separate care and cleaning instructions for your fabric. Inspect your installation periodically as needed and make sure all "caulk" that was used behind wall brackets, roof brackets, wood boards if configured, and Dryvit/EFIS is good and not cracked as to cause any leakage. If needed re-caulk area and seal it.

**Returns for repairs or replacement:** No returns will be accepted without prior written authorization by SUNAIR®. A Return Authorization number issued by SUNAIR must accompany all returns, and all unauthorized returns will be refused. The return shipment is to be freight prepaid by the buyer, and under no circumstances shall the buyer deduct the value of the returned merchandise or the freight from any remittance due.

### **THIS WARRANTY IS VOID IF AWNING IS NOT REGULARLY MAINTAINED AND CLEANED**

To receive warranty service, contact SUNAIR® (Awnings Unlimited Inc.) or, write to:



SUNAIR® / AWNINGS UNLIMITED INC.

P.O BOX 1068, JESSUP, MD 20794

(410) 799-1145

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