

Sunesta® Products, LLC

LIMITED WARRANTY & REGISTRATION CARD

FRAME WARRANTY

- The Sunesta™ retractable awning frames are guaranteed for 15 years against becoming unserviceable because of structural defects in material or workmanship. The Sunesta® Arm Shoulders are guaranteed to the original purchaser for the life of the unit.
- The Sunstyle™ retractable awning frames are guaranteed for 12 years against becoming unserviceable because of defects in material or workmanship.
- The Sunlight™ retractable awning frames are guaranteed for 10 years against becoming unserviceable because of defects in material or workmanship.
- The Sunflair™ retractable awning frames are guaranteed for 5 years against becoming unserviceable because of defects in material or workmanship.
- The Sentry™ retractable screen frames 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™, The Suncover™, The Sunplus™, The Shadespot™ & The Shadeside™ frames are guaranteed for 5 years against becoming unserviceable because of defects in material or workmanship.

5-YEAR MOTOR WARRANTY (applies to all Sunesta® Shade Systems that have motors)

Sunesta® warrants all of its motors 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. Motor controls, switches, and electronic accessories provided by Sunesta® are warranted for 1 year from the date of purchase.

SEE GENERAL WARRANTY CONDITIONS ON BACK SIDE.



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 (5 years on The Sunflair) limited warranty (from date of original installation) against becoming unserviceable because of loss of color or strength from normal exposure conditions including sunlight and mildew.

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,J,K,L,M,P” 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 “B,C,D,E,F,G,N” 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 & 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 center supports or cassette seam supports are specifically not covered.

Sunesta™, Sunstyle™, Sunlight™, Sunflair™, Sunbrero™, Sundrop™, Sunroll™, Suncover™, Sunplus™, Shadespot™, Shadeside™ & Sentry™ are trademarks of Sunesta Products, LLC

▼ Detach card. Fill it out completely, fold & tape it where indicated, and mail it today.

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IMPORTANT WARRANTY REGISTRATION

To validate your warranty, you **MUST** completely fill out and mail this postage-paid card within 10 days of installation.



The Perfect Day. Engineered Perfectly.™

Sunesta® Products, LLC
P.O. Box 57249
Jacksonville, FL 32241-9919

POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 7 JACKSONVILLE, FL

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

PLEASE TAPE HERE (*Do Not Staple*)

Sunesta® Products, LLC
LIMITED WARRANTY & REGISTRATION CARD

GENERAL WARRANTY CONDITIONS

The information appearing on this back side of this warranty applies to all of Sunesta®’s product lines and to the separate frame, fabric, and motor warranty specifics that appear on the front side of this warranty.

HOW LONG IS THE COVERAGE PERIOD?

Sunesta® Products, LLC 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 of 5 to 15 years (depending on the specifics on the reverse side) beginning from the date of purchase. Any such defects must be reported within 5 to 15 years of date of purchase (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.

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 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. Any suspected defective part will be returned to Sunesta®, shipped prepaid, after receipt of Sunesta®’s return authorization number. After Sunesta® receives the authorized return, 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 Products, LLC at 11320 Distribution Ave. East, Jacksonville, Florida 32256 (904.268.8000) for instructions.

Labor costs for removal and reinstallation of the awning and/or parts shall be the sole responsibility of the purchaser.

PLEASE READ:
IMPORTANT OPERATING & CAUTIONARY INFORMATION

The Sunesta™ Sunstyle™, Sunlight™ Sunffair™ Sundrop™, Suncover™, Sunplus™, Shadespot™, & Shadeside™ 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 awnings installed near salt water or salt spray, the awning must be washed with fresh water a minimum of once a month. All moving parts of the awning should be coated with silicone spray. Please take precautions to prevent silicone from spraying on fabric.

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.

Sunesta™, Sunstyle™, Sunlight™, Sunffair™, Sunbrero™, Sundrop™, Sunroll™, Suncover™, Sunplus™, Shadespot™, Shadeside™ & Sentry™ are trademarks of Sunesta Products, LLC

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HOME INFORMATION

If used on your home, please provide the following:

Approx. square footage of home: _____

Age of your home: _____

How long have you lived in this home: _____

Approx. value of home:

- ☐ Less than \$100,000 ☐ \$100,000-250,000
☐ \$250,000 - 500,000 ☐ \$500,000 or more

Is your residence: ☐ Permanent ☐ Seasonal

Does your home have (check all that apply): ☐ Screenroom

☐ Deck ☐ Patio ☐ Lanai ☐ Swimming Pool ☐ Spa

Which direction does your backyard face:

☐ South ☐ North ☐ East ☐ West

INDIVIDUAL & LIFESTYLE INFORMATION

Your age: ☐ 19-24 ☐ 25-34 ☐ 35-44
 ☐ 45-54 ☐ 55-64 ☐ 65 +

Employment: ☐ Full-time ☐ Part-time ☐ Retired

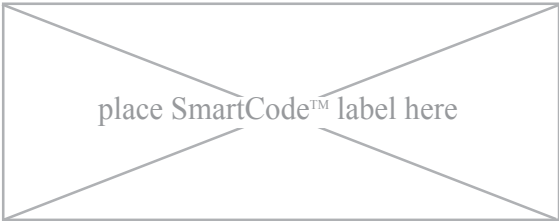
Annual household income:

☐ \$50,000 or less ☐ \$50,000-\$100,000 ☐ \$100,000 or more

Lifestyle at your home (check all that apply):

☐ Gardening ☐ Swimming ☐ Barbecuing ☐ Reading
☐ Other _____

Comments:



IMPORTANT

To validate your warranty, you MUST completely fill out and mail this postage-paid card within 10 days of installation.

NOTE: Any information you provide is for the sole use of Sunesta® Products, LLC and will not be provided to anyone else.

PLEASE PRINT OR TYPE.

Owner’s name(s): _____

Address: _____

City: _____ State: _____ Zip: _____

Phone:(_____) _____

E-mail address: _____

Dealer: _____

City: _____ State: _____

Order date: _____ Installation date: _____

Excluding sales tax, what was the total cost of your Sunesta System: _____

How did you pay: ☐ Check ☐ Credit card
 ☐ Cash ☐ Special financing

What type of awning have you owned before:

☐ Retractable ☐ Stationary ☐ None

Why did you want an awning, screen, or shelter?

(Check all that apply):

- ☐ Block the sun ☐ Reduce my utility costs
☐ Extend use of patio/deck ☐ Rain / Wind protection
☐ Protect indoor furnishings ☐ Other _____

Did you consider any other brand(s) before purchasing a

Sunesta® products:☐ Yes ☐ No

If yes, which brand(s): _____

Why did you choose Sunesta®: (Check all that apply)

- ☐ Quality ☐ Price ☐ Color and fabric selection
☐ Knowledgeable salesperson ☐ Referred by someone else
☐ Other _____

How did you learn about Sunesta® products:

- ☐ Newspaper ad ☐ Magazine ad ☐ Homeshow
☐ Insert in a newspaper ☐ Sunesta® website
☐ Direct Mail Postcard ☐ Dealer showroom or display
☐ Referral from someone ☐ Other _____

Would you recommend this product to others: ☐ Yes ☐ No

Would you recommend our dealer to others: ☐ Yes ☐ No

Use of your awning: ☐ Home ☐ Business