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Warranty Information

Sunesta® Products Limited Warranty

THE 3 – 12 YEAR FRAME & LIFETIME ARMS SHOULDER WARRANTY

The **Sunesta®** 12-Year Frame & Lifetime Arm Shoulder Warranty. Our **Sunesta®** retractable awning frames are guaranteed for 12 years against becoming unserviceable because of defects in material or workmanship. The **Sunesta®** Arm Shoulders are guaranteed to the original purchaser for the life of the unit.

The Sunlight™ retractable awning frames are guaranteed for 5 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 Sundrop™ frames are guaranteed for 3 years against becoming unserviceable because of defects in material or workmanship.

The Sunbrero™ frames are guaranteed for 3 years against becoming unserviceable because of defects in material or workmanship.

5 – YEAR FABRIC WARRANTY (APPLIES TO ALL 5 Sunesta® PRODUCTS)

Our awning fabric is made from acrylic fibers dyed in the mass and is guaranteed for 5 years against becoming unserviceable because of loss of color or strength from normal exposure conditions including sunlight, rot and mildew.

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.
- While all color pigmentation fades eventually, **Sunesta®** fabrics' color fastness is guaranteed to remain within the standards set by the Fadcometer Test, color solidity corresponds to a Grade 7 on the scale of 8 of the test, under normal conditions of exposure and atmospheric chemical pollution.
- Normal wear, weather soiling or stains from environmental pollution or other sources are not covered.

5 – YEAR MOTOR WARRANTY (APPLIES TO ALL Sunesta® PRODUCTS THAT HAVE MOTORS)

CPJ 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 one year.**

General Warranty Conditions

The information appearing on this Warranty applies to all **Sunesta®** product lines and to the separate Frame, Fabric, and Motor Warranty specifics that where mentioned.

How Long is The Coverage Period?

Canvas Products of Jacksonville, Inc. (dba **Sunesta® Products** and herein

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referred to as "CPJ") 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 3 to 12 years (depending on the specifics noted for each product) beginning from the date of purchase. Any such defects must be reported within 3 to 12 years of date of purchase, depending on the product (proof of purchase required), and CPJ's only obligation under this limited warranty shall be to replace or repair, at its option, those parts which are deemed defective. If any item is replaced due to a warranty claim, the warranty is not extended on replaced item, but rather applies to the original warranty period. CPJ is not responsible for additional warranties extended by the **Sunesta®** Dealer. See individual product model warranties for specific details pertaining to each individual model or component.

What General Conditions Apply?

- The awning system must be properly installed, utilized and maintained. The warranty does not apply against faulty installation, reinstallation, 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.
- 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 CPJ, shipped prepaid, after receipt of CPJ's return authorization number. After CPJ receives the authorized return, CPJ will inspect the frame part, motor or fabric to determine the validity of the warranty claim. The **Sunesta®** Dealer will then be notified of the warranty claim status. If a **Sunesta®** Dealer is not available, then the purchaser should contact Canvas Products of Jacksonville, Inc. 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®, Sunlight™, Sunflair™ and Sundrop™ retractable arms 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 periodically using a soft cloth with plain water or mild soap.

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

CPJ shall not be liable for any incidental or consequential damages, loss or injury. Some state 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.

