

SunPro Motorized Awning

Limited 10-Year Warranty

SunPro Motorized Awnings and Screens Limited 10-Year Warranty covers the Awning Hardware, Awning Fabric, and Awning Motors (excluding Awning Accessories) to our authorized dealers.

Warranty at a glance:

Hardware: 10 Years

Motors / Controls: 10 years

Fabric: 10 years

Accessories: 24 months

It is the responsibility of the consumer to register, verify and coordinate their warranty with an Authorized Dealer as SunPro does not provide support directly with the consumer. If a SunPro Manufactured awning develops an issue that could potentially be covered under warranty, an Authorized Dealer should contact SunPro Motorized Awnings & Screens for analysis and coverage determination.

Claim Procedure

1. (Customer) contacts the installing dealer or another SunPro Authorized Dealer for service, providing proof of purchase.
2. SunPro Authorized Dealer evaluates, and records reported issue.
3. Authorized SunPro Dealer and SunPro Motorized Awnings & Screens will review the claim, examine the awning / component if necessary, and provide replacement components as appropriate under this Warranty.

Terms and Conditions

SunPro Motorized Awnings & Screens warrants solely to the original purchaser of SunPro Motorized Awnings & Screens that the awning purchased shall be free from defects in materials and workmanship under normal use if the awning remains at its original installed location. This Limited 10 Year Warranty does not apply to: (a) asserted defects caused by modifications, misuse, or abuse, or improper maintenance of the awning; (b) asserted defects involving subjective personal likes or judgments; (c) defects asserted by any purchaser who did not purchase the awning from an authorized SunPro Motorized Awnings & Screens Dealer; (d) other specific components as outlined below:

Structural Supports: Which include the lateral arms, the square bar, front Valance bar and all other attached supports are warranted not to fail for ten (10) years provided that the components are not subjected to excessive winds or water pooling on the fabric.

Motors, Controls: SunPro Motorized Awnings & Screens warrants the electric motors and controls for a period of 10 years, commencing from the date of sale, against failure under expected normal use. Warranty is void if the motor or controls have been exposed to excess water, incorrect connection, used other than intended purpose, acts of God or abnormal conditions.

Fabrics: SunPro Motorized Awnings & Screens limited 10-year warranty covers the fabric becoming non-functional because of loss of dimensional stability from exposure conditions including sunlight, mildew, rot, and normal atmospheric conditions. Abnormal or excessive discoloration and fading is covered. It does not cover discoloration from atmospheric pollution or other debris. The warranty does not cover the cost of labor or other consequential or incidental expenses.

Awning Accessories: (defined as accessories attached to the awning) are warranted for (24) months not to fail under normal conditions. Accessories include but are not limited to; Drop Screens, Side Curtains, Home Automation devices, Wind Poles, Wind Sensors, etc.

Distribution of Parts and Labor Expense: SunPro Motorized Awnings & Screens will incur the expense to deliver any components required to correct any issues deemed warrantable. Warranted and defective products required to be returned for analysis will be shipped and returned via Company Truck, UPS, FedEx, or other delivery services of their discretion. SunPro Motorized Awnings & Screens warrants the material and workmanship of the product based on the limitations described above for each product category and does not cover any labor associated with warranty repair including but not limited to the costs of removal, repair, or travel incurred to service such unit.

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Limitation on Obligations

The obligations of SunPro Motorized Awnings & Screens hereunder are limited to repair or replacement (at our sole discretion) of included parts of the screen found to be defective under the Limited Warranty. In no event shall SunPro Motorized Awnings & Screens be liable for damages of any type, including, but not limited to, economic loss, or any indirect, punitive, special, incidental, or consequential damages of any type, including, but not limited to, time, wages, or lost profits, of any nature or kind, or for damages to or loss of property, whether caused by negligence or otherwise.

Any implied warranty, including, but not limited to, the implied warranty of merchantability and the implied warranty of fitness of a particular purpose, is hereby limited in duration to that of the express limited warranty contained in this document, unless a shorter period is permitted by law. This document sets forth the entire liability of SunPro Motorized Awnings & Screens. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

No Other Express Warranties

The Limited Warranty set forth herein constitutes the entire express warranty and representation of SunPro Motorized Awnings & Screens regarding its awning products. This Limited Warranty shall be controlling over any conflicting terms and conditions of any purchased orders, contracts, or invoices which may be executed in connection with the purchase of SunPro Motorized Awnings & Screens products. No representation or warranty made by any SunPro Motorized Awnings & Screens dealer, agent, representative or employee shall be binding to you or SunPro Motorized Awnings & Screens, other than set forth herein.

Warranty Disclaimer

SunPro Motorized Awnings & Screens Awnings are not rain, storm, or hurricane rated and are not intended to be used in the event of high winds or inclement weather. Awnings should not be left unattended and should be in a closed position when not in use. Awnings are not meant to protect against heavy rains, as water could pool and cause catastrophic failure. Failure to use the awning in any fashion other than intended will render your warranty null and void.

What is Not Covered Under This Warranty?

1. SunPro Motorized Awnings & Screens awnings are not designed to be used for carports and are not designed to be installed on moving vehicles. Any damage that results from the use of awnings installed on carports or on moving vehicles is not covered by this warranty.
2. Any failure or damage of the components that results from any intentional or negligent actions by the purchaser or by any other person is not covered by this Warranty.
3. It is the responsibility of the purchaser or selected contractor to securely fasten the awning to studs, joists, headers, or other structural members. Any failure or damage that results from the awning falling from its installed position is not covered by this Warranty.
4. Labor charges connected with installation of replacement parts is not covered by this Warranty.
5. Stretching of fabric or damage to any structural component caused by wind or water pooling on the fabric or any other weather is not covered by this Warranty.
6. Tears or rips caused by failure to protect the product from sharp objects are not covered by this Warranty.
7. Wind damage due to leaving awning rolled out during inclement weather is not covered under this Warranty.
8. Fabric discoloration or failure due to chemical exposure (includes tree sap, bird droppings, leaves, insect/Bee sprays and or debris.) is not covered under this Warranty.
9. Valance damage, if left out through winter months or from storm damage such as hail, is not covered under this warranty. All Valances should be removed from the front bar and stored during the off-season.
10. Mildew caused by dirt resting on the product, or the product being rolled up while wet is not covered by this Warranty.
11. Damage caused by acts of God.
12. Any modification or addition to the awning structure and support system or to the electric motor or its wiring will nullify this Warranty and relieve SunPro Motorized Awnings & Screens from any responsibility or liability under this Warranty.