

REMANSO

luxury aluminium pergolas

REMANSO LIMITED WARRANTY 2024

The Limited Warranty is applicable only upon proof of purchase and solely to the original REMANSO Unit owner bought from a REMANSO authorised dealer and installed for residential use.

All REMANSO warranty claims must be submitted by the REMANSO authorised dealer via the AWG dealer portal (photo/video evidence may be requested).

WARRANTY COVERAGE

STRUCTURE: 3 YEARS

REMANSO warrants the aluminium frame against breakage and fracture due to defects in materials and workmanship for three (3) years from the original purchase date.

POWDER COAT: 2 YEARS

REMANSO warrants the powder paint on all surfaces against chipping and peeling under normal conditions for two (2) years from the original purchase date.

Discoloration and surface abrasions due to weathering will occur naturally over time and are not considered defects. Chipping of powder paint on fastening hardware may occur during assembly and servicing of the REMANSO Unit and are not covered by the warranty.

MOTORS: 2 YEARS

REMANSO warrants the mechanical components such as the motor assembly of the roof and optional blinds mechanism for two (2) years from the original purchase date.

LED LIGHT: 1 YEAR

REMANSO warrants the LED light system against manufacturing defect against malfunction for one (1) year from the original purchase date.

ELECTRICAL COMPONENTS: 1 YEAR

REMANSO warrants the electrical components such as cables and wires, switch assembly and remote controls against malfunction for one (1) year from the original purchase date.

FABRIC MATERIAL: 1 YEAR

REMANSO warrants the fabric blind material subject to normal wear and tear, to be free of manufacturing defects for one (1) year from the original purchase date.

WARRANTY LIMITATIONS

REMANSO may void the warranty if:

- We determine that the REMANSO Unit has been subjected to alteration, neglect, misuse, abuse or lack of maintenance or adjustment or installation of equipment which is not in accordance with guidelines within the installation manual.
- The electrical installation was not performed by a licensed electrical contractor or does not comply with all applicable local electrical codes and regulations.
- Any accessory, upgrade or modification implemented to the REMANSO Unit are not original from REMANSO.
- The installation or repairs were performed by other than a REMANSO authorised dealer.
- The owner dismantles the REMANSO Unit.
- The REMANSO authorised dealer and/or the REMANSO Unit owner did not consider and respect the relevance of all criteria, risks and liability stipulated in the installation manual prior to the installation of the REMANSO Unit.

EXCLUSIONS

- REMANSO excludes from this limited warranty a REMANSO Unit installed in a commercial application.
- REMANSO is not deemed responsible for failures or damages caused by installation in a humid area, flood zone, corrosive environment or acts of God or other causes beyond the control of REMANSO.
- REMANSO warranty does not cover labour charges or travel expenses associated with any repair or replacement part.
- REMANSO is not deemed responsible for any damage or malfunction caused by the relocation of the REMANSO Unit not performed by a REMANSO authorised dealer to another address.
- REMANSO or the REMANSO authorised dealer is not deemed responsible for any equipment, furniture or landscaping aside from the REMANSO Unit.

DISCLAIMER AND LEGAL RIGHTS

This Limited Warranty overrules all other warranties, either expressed or implied. No other party other than REMANSO/AWG is authorised to alter this limited warranty in any way. This limited warranty gives you specific legal rights. You may also have other rights that vary depending on the country, state or province. REMANSO liability under this limited warranty, if any, will not exceed the original amount paid for the defective REMANSO Unit. The limited warranty is exclusive and in lieu of all other warranties of quality, whether written, oral or implied.

