

Motorized Roll Screen Warranty

Limited Lifetime Warranty

SunPro Motorized Awnings and Screens Limited Lifetime Warranty covers the screen hardware components (excluding mesh, motors, and controls) to our authorized dealers.

Warranty at a glance:

Hardware: Lifetime

Motors / Controls: 5 years

Fabric / Mesh: Up to 15 years*

*Warranty period varies based on fabric selection.

It is the responsibility of the consumer to verify and coordinate warranty with an Authorized Dealer as SunPro does not provide support directly with the consumer. If a SunPro Manufactured screen 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 screen / 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 screen purchased shall be free from defects in materials and workmanship under normal use if the screen remains at its original installed location. This Limited Lifetime Warranty does not apply to: (a) asserted defects caused by modifications, misuse, or abuse, or improper maintenance of the screen; (b) asserted defects involving subjective personal likes or judgments; (c) defects asserted by any purchaser who did not purchase the screen from an Authorized SunPro Motorized Awnings & Screens Dealer; (d) other specific components as outlined below:

Motors, Controls, Electrical Accessories: SunPro Motorized Awnings & Screens warrants the electric motors, controls, and other electrical accessories for a period of 5 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 / Mesh: SunPro Motorized Awnings & Screens limited 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 coverage runs for 2, 5, 10, or 15 years from the date of purchase dependent on fabric selection. Coverage is based on mesh manufacturer's warranty and is passed through SunPro Motorized Awnings and Screens. See Table below for fabric / mesh warranty periods. The warranty does not cover the cost of labor or other consequential or incidental expenses.

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 only 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.

Limitation on Obligations

The obligations of SunPro Motorized Awnings & Screens hereunder are limited to repair or replacement (at our sole option) 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.

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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 screen 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 Roll Screens are not hurricane rated and are not intended to be used in the event of high winds. Our Roll Screens are rated for up to 40 MPH winds and should be in the up or closed position before wind gusts reach 40 MPH. Failure to roll up your motorized screen in high wind situations will render your warranty null and void.

	Component	2 Year	5 Year	10 Year	15 Year	Lifetime
Hardware						
	Extrusions					X
Electronics						
	Dooya Motor Controls		X			
	Dooya Remotes		X			
	Dooya Multi-Link		X			
	Somfy Motor Controls		X			
	Somfy Remotes		X			
	Somfy Mylink / TaHoma		X			
Fabrics						
	Phifer Bug Screen			X		
	Phifer Suntex Solar			X		
	Phifer SheerWeave			X		
	Twitchell Bug Screen				X	
	Twitchell Nano Solar				X	
	Twitchell DimOut				X	
	Weblon Vinyl		X			
	Ferrari Soltis		X			
	Strattaglass Clear Vinyl	X				
	Omegatex				X	