



## REGISTRATION FORM MAINTENANCE GUIDE AND WARRANTY

*Congratulations! You have just acquired a high end SunLouvre Pergolas.  
To extend the life of your superior quality SunLouvre Pergolas and to be completely satisfied with your purchase, please read and accept the following Maintenance Guide and Warranty.*

By filling out this form, you certify having read and understood the SunLouvre Pergolas Maintenance Guide and Warranty. Moreover, you agree that pictures taken of your pergola by the SunLouvre Pergolas team may be published on social networks and on SunLouvre Pergolas Web site. Take note that SunLouvre Pergolas respects privacy and does not publish at any time the names or contact details of its customers.

*(All fields are mandatory)*

### YOUR COORDINATES

First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Street number and name: \_\_\_\_\_

City: \_\_\_\_\_

Province/State: \_\_\_\_\_

Country: \_\_\_\_\_

Postal Code: \_\_\_\_\_

E-mail: \_\_\_\_\_

*(for confirmation)*

### REGISTRATION OF YOUR SUNLOUVRE PERGOLAS

Date of installation: \_\_\_\_\_

Address of installation: \_\_\_\_\_

*(if different from above)*

Vendor name: \_\_\_\_\_

Pergola model:       Classic                       Integrated louvres

Color:                       Black     White     Grey     Brown     Sand

I read and understood the terms and conditions of the SunLouvre Pergolas Maintenance Guide and Warranty attached to this form.

\_\_\_\_\_  
Customer signature

\_\_\_\_\_  
Date

Send this form duly completed by regular mail at:  
**ID 224, 231, rue Saint-Charles Sud, Suite 343, Granby, Québec, Canada, J2G 9M6**



## SunLouvre Pergolas Maintenance Guide

### AT ALL TIMES

**No lubricant:** No lubricant is necessary.

**Regular use:** When you use your structure, you must open and close the rafters at least twice a month.

**Load:** Under no circumstances, open or closed rafters, and the SunLouvre Pergolas structure, cannot bear any weight load.

**Storage:** If a part of your SunLouvre Pergolas is stored, make sure that it is clean and dry before and during storing it.

**If it occurs:** When the product SunLouvre Pergolas is installed on a concrete slab or other surface and is attached to the residence, we are not responsible for the movements of the slab or other surface that could cause some breakage to the product or the residence.

### DURING WINTER

Before the announcement of the first snow and for the whole winter, you must lock the rafters in vertical position (open) to avoid loads of snow. Leave the rafters in this position until there is no more risk of snow.

**Rafters locks:** Simply slide the bolts (3 ½ inches long, supplied with the pergola) into the corresponding hole of the opening mechanism for each section. There are three bolts to be inserted per adjustable section. For example, if you have two sections, you have six bolts to insert. This ensures proper locking during the entire winter period. [See the locking process video on YouTube.](#)

**In extreme and/or rare opportunity:** if there is an accumulation of snow between the rafters, pay attention not to let excessive accumulation of snow on your structure.

**For the vertical panel** (if any): If you have a vertical panel, the rafters must remain half-opened at 45° angle, to avoid snow accumulation. The same principle of bolts slid into the corresponding hole will ensure proper locking throughout the winter period.

**Motor** (if any): If your structure has a motor, it must be unplugged and removed during winter. Make sure the wires are well-insulated and protected from bad weather.

### MAINTENANCE

**To clean** your pergola, use soapy water with low water pressure. If there are fragments of trees leaves, acorns, pine cones etc. near your structure, it is recommended to clean your mechanism periodically.

Customer Service  
SunLouvre Pergolas by ID 224  
514-816-1605  
[info@sunlouvrepergolas.com](mailto:info@sunlouvrepergolas.com)



## Limited 10 Years SunLouvre Pergolas Warranty

**The components of the SunLouvre Pergolas product** are guaranteed by **ID 224 inc.** against any manufacturing defects for a period of 10 years including aluminum and the manual opening and closing mechanisms of the louvres.

To benefit of the warranty, the installation of the SunLouvre Pergolas product must have been completed by a technician authorized by **ID 224**.

This warranty applies from the date of installation, subject to the registration of the SunLouvre Pergolas product as indicated in the "Warranty conditions" below.

The warranty is extended only to the original purchaser ("**Client**") and is not transferable.

The warranty is, in all cases, limited to the price paid for the product.

The warranty includes SunLouvre Pergolas authorized installer labor for a period of one year from the date of installation of the pergola.

The warranty is only applicable in Canada.

### Warranty conditions

To activate the SunLouvre Pergolas limited warranty, the product registration must have been duly completed within 30 days after the date of the installation of the product, either online at [www.sunlouvrepergolas.com/registration](http://www.sunlouvrepergolas.com/registration) or by returning the form by mail to the **ID 224** Head Office address below with a copy of proof of purchase.

### The warranty of the SunLouvre Pergolas product does not apply:

- a) To damage due to acts of God or force majeure, including without limitation: change of color caused by the sun and the salt, any damage resulting from smoke, fire, exceptional climatic conditions such as deep frosts, heavy snow, violent winds, lightning, heavy rain, black ice, hurricanes, ground movement, flooding, overflow of any stream as well as vandalism.
- b) To damage, direct or indirect, resulting from the negligence of the **Client**, improper maintenance or improper use of the product, including without limitation, a source of direct or indirect heat, deletions, modifications and/or additions made by the **Client**, and a charge of any weight on the rafters and the structure of the SunLouvre Pergolas.
- c) To damage, direct or indirect, resulting from an installation made by the **Client** or an unauthorized technician.
- d) To damage, direct or indirect, resulting from an installation or improper storage, maintenance or use by any person who does not meet the guidelines referred to by the "**SunLouvre Pergolas Maintenance Guide**" of **ID 224**.
- e) When SunLouvre Pergolas is installed on a concrete slab or other surface and is attached to the residence, damages, direct or indirect, resulting from movements in such a concrete slab or surface.
- f) The installation of the structure.
- g) To the motor(s), if any.
- h) To installations made by a technician non-authorized by **ID 224**.
- i) To the assembly and the efficiency of the components when the installation is not made by a SunLouvre Pergolas authorized installer.
- j) To damage direct or indirect that can be caused by the **Client's** structure on which the SunLouvre Pergolas product has been installed.
- k) To the flow or water infiltration between the wall and the pergola in the case of an installation attached to a building.
- l) The cost of packing, dismantling, storage, transport and handling.

### The warranty for accessories (if any)

The motor is guaranteed for a period of 1 year if purchased together with your SunLouvre Pergolas product.



## Limited 10 Years SunLouvre Pergolas Warranty (next)

### Other conditions affecting the warranty

The application of the warranty is suspended without notice or delay if the customer or reseller has financial obligations in default to **ID 224** and remains suspended until the **Client** or **reseller** has not fully paid his financial obligations to the satisfaction of **ID 224**. Buying a SunLouvre Pergolas replacement part does not have the effect of extending the duration of the warranty.

### Warranty claims

Any claims under this warranty must be made in writing and received at **ID 224**, by email to the following address: [info@sunlouvrepergolas.com](mailto:info@sunlouvrepergolas.com), and within 30 days of discovery of the defect. This written notification must include the name and address of the **Client**, a detailed description of the defect, photos to support the claim, the date of installation, the date of the observation of the defect, the address where the product is installed, the name of the installer and the address of the retailer and a copy of the invoice.

**ID 224** will have the right to inspect the structure and the product upon receipt of a warranty claim. Therefore, avoid any repairs before the inspection by **ID 224**. Any repairs or alterations to the product before the inspection could cancel the said warranty.

After inspection, if **ID 224** determines that the warranty is applicable, **ID 224**, at its sole discretion and at its expense, will replace or repair the product, or refund any amount paid by the **Client** for the purchase of the SunLouvre Pergolas product, all within 180 days of receipt of the warranty claim. All labor charges generated by **ID 224** must be paid by the **Client** after one year of the date of installation.

In case of replacement of the product, if the same product is no longer available, it will be replaced by a product with a value equivalent to that product being replaced at the time of the initial purchase.

### Warning

This written warranty is considered as an official document and replaces all other warranties and conditions mentioned or given previously by **ID 224** to the **Client**, whether written or oral. **ID 224** will not be held responsible, in any case, for the replacement cost of another product and / or operating loss directly or indirectly. This warranty shall be governed by the law of the province of Québec, Canada.

Customer Service  
SunLouvre Pergolas by **ID 224**  
514-816-1605  
[info@sunlouvrepergolas.com](mailto:info@sunlouvrepergolas.com)