

REGISTRATION FORM

Maintenance Guide and Warranty

Congratulations! You have just acquired a high end SunLouvre Pergolas.

To extend the life of your pergola and to be completely satisfied with your purchase, please read and accept the Maintenance Guide and Warranty in the Resources section of our Web site.

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

(All fields are mandatory)

YOUR CONTACT INFORMATION

First name* _____

Last name* _____

Civic number and street* _____

City* _____

Province/State/Region* _____

Country* _____

Postal/Zip code* _____

Email address* (for acknowledgment) _____

REGISTRATION OF YOUR SUNLOUVRE PERGOLA

Installation date* _____

Installation address _____

(if different from above)

Vendor name* _____

Pergola model* Classic Integrated Louvers Roof of louvers only

Color: Black White Grey Brown Sand

I read and agree with the above terms and conditions of the SunLouvre Pergolas **Maintenance Guide** and **Warranty** attached to this form.

Client signature

Date

This form duly completed must be sent by regular mail at:
SunLouvre Pergolas, 859, rue Bernard, Granby, Québec, Canada, J2J 0H5.

SunLouvre Pergolas Maintenance Guide

AT ALL TIMES

No lubricant: No lubricant is required for the operation of the roof mechanisms.

Regular use: During the summer use of your structure, you must open and close the louvers at least twice a week. Occasionally, perform a visual inspection to make sure your pergola is operating properly.

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

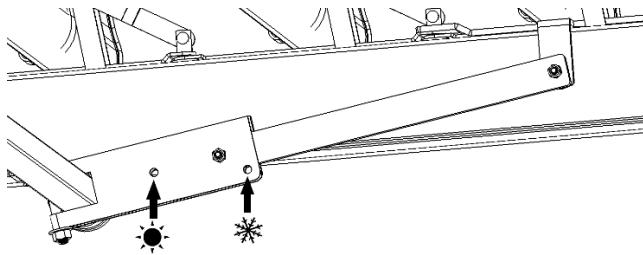
Storage: If a part of your SunLouvre Pergolas is stored, make sure that it is clean and dry before and during storing it.

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

DURING WINTER

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

Louvers lock: Open the louvers to the vertical position. Locate the adjusters (articulated arms) under the roof. Find the locking pin and the holes made through the adjuster: there is a “summer” hole (“sun” icon with the pin already inserted) and a “winter” hole (“snowflake” icon with an empty hole).



- Remove the pin from the “summer - sun” hole.
- Insert the pin in the “winter - snowflake” hole.

See the [locking process video](#) on our YouTube Channel.

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

For the vertical panel: If you have a wall of adjustable louvers, they must remain half-opened at 45° angle, to avoid snow accumulation. The same principle of louvers locking is required throughout the winter period.

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

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.



Limited 10 years warranty – SunLouvre Pergolas

The components of the SunLouvre Pergolas product are guaranteed by SunLouvre Pergolas against any manufacturing defects for a period of 10 years including aluminum and the manual opening and closing mechanisms of the louvers. To benefit of the warranty, the installation of the SunLouvre Pergolas product must have been completed by a technician authorized by SunLouvre Pergolas.

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 (“Customer”) 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 or by returning the warranty registration form, available online, by regular mail to the SunLouvre Pergolas Head Office at 859, rue Bernard, Granby, Québec, J2J 0H5 with a copy of proof of purchase.

The 10 years limited 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, without limitation, deep frosts, heavy snow, violent winds, lightning, heavy rain, black ice, hail, hurricanes, ground movement, flooding, overflow of any stream as well as vandalism.
- b) To damage, direct or indirect, resulting from the negligence of the Customer, 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 Customer, and a charge of any weight on the louvers and the structure of the SunLouvre Pergolas product.
- c) To damage, direct or indirect, resulting from an installation made by the Customer or a technician not authorized by SunLouvre Pergolas.
- 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”.
- e) When the SunLouvre Pergolas product is installed on a concrete slab or other surface and is attached to the building, damages, direct or indirect, resulting from movements in such a concrete slab or surface.
- f) To the installation of the structure after one year following the date of installation.
- g) To the motor(s), lights and any electrical parts installed, if any, with the SunLouvre Pergolas product.
- h) To installations made by a technician non-authorized by SunLouvre Pergolas.
- 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 Customer’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, and its applications if any, lights and/or any electrical elements are guaranteed for a period of 1 year from the entry into force of this guarantee if purchased simultaneously with a SunLouvre Pergolas product.



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 **SunLouvre Pergolas** and remains suspended until the **Customer** or **Reseller** has not fully paid his financial obligations to the satisfaction of **SunLouvre Pergolas**. 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 **SunLouvre Pergolas** by email to the following address: info@sunlouvrepergolas.com, and within 30 days of discovery of the defect. This written notification must include the name and address of the **Customer**, 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.

SunLouvre Pergolas 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 **SunLouvre Pergolas**. Any repairs or alterations to the product before the inspection could cancel the said warranty at the sole discretion of **SunLouvre Pergolas**.

After inspection, if **SunLouvre Pergolas** determines that the warranty is applicable, **SunLouvre Pergolas**, at its sole discretion and at its expense, will replace or repair the product, or refund any amount paid by the **Customer** for the purchase of the **SunLouvre Pergolas** product, all within 180 days of receipt of the warranty claim. All labor charges generated by **SunLouvre Pergolas** must be paid by the **Customer** 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 **SunLouvre Pergolas** to the **Customer**, whether written or oral. **SunLouvre Pergolas** 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
514-816-1605
info@sunlouvrepergolas.com