

REGISTRATION FORM

Maintenance Guide and Warranty

*Congratulations! You are now the owner of a high-end SunLouvre Pergolas.
To extend the life of your pergola and ensure your complete satisfaction 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 the privacy of its clients and will at no time publish the names or contact details of its customers (see our Use and Privacy Policies at www.sunlouvrepergolas.com/policies).

(All fields are mandatory)

YOUR CONTACT INFORMATION

First name* _____
Last name* _____
Street address* _____
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 have read and agree with the above terms and conditions of the SunLouvre Pergolas **Maintenance Guide** and **Warranty** attached to this form.

Client signature

Date

Please send this duly completed form by regular mail to:
SunLouvre Pergolas, 859, rue Bernard, Granby, Québec, Canada, J2J 0H5.

SunLouvre Pergolas Maintenance Guide

AT ALL TIMES

No lubricant: No lubricant is required to operate the roof mechanisms.

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

Load: the SunLouvre Pergolas structure and louvers, whether open or closed, cannot bear any weight load under any circumstances.

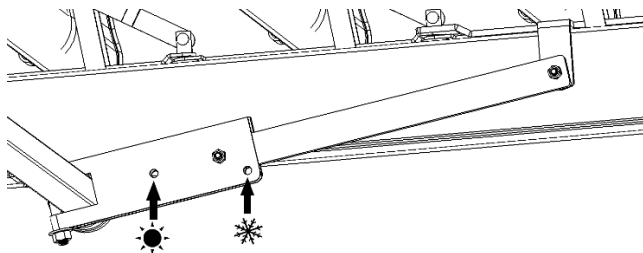
Storage: If part of your SunLouvre Pergolas must be stored, make sure that it is clean and dry before and during storage.

If this occurs: if the SunLouvre Pergolas product is installed on a concrete slab or other surface, and is attached to a building, we are not responsible for the movement of the slab or other surface which may result in damage to the product or the building.

IN WINTER

Before the first snow, make sure to winterize your pergola by **locking the louvers in vertical position (open)** to prevent loads of heavy snow and ice from accumulating. Leave the louvers in this position until the risk of snow and freezing in spring has passed.

Louver 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.

View the [locking procedure video](#) on our YouTube Channel.

In extreme and/or rare circumstances: if there is accumulation of snow between the louvers, pay attention and make sure to remove any excessive build-up of snow on your structure.

For a vertical louvered wall panel: if you have a wall of adjustable louvers, the louvers must be kept half-open at a 45° angle to prevent snow accumulation. Follow the same louver locking procedure to protect your louvered wall all winter long.

Motor (if applicable): if your pergola has a motor, it must be unplugged and removed for the winter (always make sure the wires are well-insulated and protected from the elements) and the batteries removed from the remote control.

MAINTENANCE

Use soapy water and a low-pressure spray of water to clean your pergola. If there are trees and shrubs, etc. near your structure, it is recommended that you clean your mechanisms periodically, to remove plant debris.

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 from the warranty, 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 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 labor by an authorized SunLouvre Pergolas installer for a period of one year from the date of installation of the pergola.

The warranty is applicable in Canada only.

Warranty conditions

To activate the SunLouvre Pergolas limited warranty, the product registration must have been duly completed within 30 days after the date of 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 the proof of purchase.

The limited 10-years 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 sun and 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 any weight load on the louvers and the structure of the SunLouvre Pergolas product.
- c) To damage, direct or indirect, resulting from installation done by the Customer or a technician not authorized by SunLouvre Pergolas.
- d) To damage, direct or indirect, resulting from 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, to damage, 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 any motor(s), lights and electrical parts, if any, installed with the SunLouvre Pergolas product.
- h) To installations done by a technician not authorized by SunLouvre Pergolas.
- i) To the assembly and the efficiency of the components when the installation is not done by a SunLouvre Pergolas authorized installer.
- j) To damage, direct or indirect, that may be caused by the Customer’s structure on which the SunLouvre Pergolas product has been installed.
- k) To runoff or water infiltration between the wall and the pergola in the case of an installation attached to a building.
- l) To the cost of packing, dismantling, storage, transport and handling the SunLouvre Pergolas product.

The warranty for accessories (if any)

The motor, its applications if any, lights and/or electrical elements are guaranteed for a period of one (1) year from the effective date of this warranty, if purchased simultaneously with a SunLouvre Pergolas product.



Other conditions affecting the warranty

Application of the warranty shall be suspended without notice or delay if the **Customer** or **Reseller** has financial obligations in default to **SunLouvre Pergolas** and shall remain suspended until the **Customer** or **Reseller** has met these financial obligations to the satisfaction of **SunLouvre Pergolas**. Buying a **SunLouvre Pergolas** replacement part does not have the effect of extending the length 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, 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 the defect was discovered, the address where the product is installed, the name of the installer and the address of the reseller 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, any repairs are to be avoided before the inspection by **SunLouvre Pergolas**. Any repairs or alterations to the product before the inspection may void 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 following the installation date.

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

Warning

This written warranty is considered an official document and replaces all other previous warranties and conditions, written or verbal, mentioned or given to the **Customer** by **SunLouvre Pergolas**. **SunLouvre Pergolas** will not be held responsible, in any case, for the replacement cost of another product and/or for any direct or indirect operating loss. This warranty shall be governed by the law of the province of Québec, Canada.

Customer Service
SunLouvre Pergolas
514-816-1605
info@sunlouvrepergolas.com

SunLouvre Pergolas is a brand operated by ID 224 inc.