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## AZENCO PRODUCTS LIMITED WARRANTY

**THIS LIMITED WARRANTY GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.**

**THIS LIMITED WARRANTY CAN ALSO BE FOUND IN OUR PRODUCT BROCHURES, IN THE DOCUMENTATION AVAILABLE AT THE TIME OF SALE AND IN THE DOCUMENTATION AVAILABLE AT THE TIME OF INSTALLATION.**

**WE WARRANT THAT DURING THE WARRANTY PERIOD, THE COVERED PARTS WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP.**

**WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.**

**SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

**OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO REPAIR OR REPLACEMENT AS DESCRIBED BELOW IN THIS WARRANTY STATEMENT.**

### INTRODUCTION

Congratulations on your purchase of Azenco Outdoor products! We are committed to providing you with high-quality outdoor products that enhance your outdoor living experience. We stand behind the durability and performance of our products and offer this Limited Warranty to ensure you peace of mind.

### WHO IS COVERED

Azenco US Corp. located at 725 SE 9th Ct. Suite #100 Hialeah, FL 33010 ("**we**" or "**Azenco Outdoor**") provides this Limited Warranty exclusively to original purchasers of Azenco Outdoor products ("**you**") within the United States, Canada, Mexico, and the Caribbean.

### WHAT IS COVERED

Azenco Outdoor warrants the original parts in its products from the date of purchase through the periods noted below (each period of time below is referred to as the "**Warranty Period**"):



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Electronic & Electric Components*	Structural Components***	Powdercoat	Plastic & Composite Parts	Manual Systems
<b>3 years</b> Sensors, Control Boxes, Remotes, Lights, Transformers.  <b>5 years</b> Motors** (batteries excluded)	<b>15 years</b> Louvers, Posts, Beams, Gutter.	<b>15 years</b> Standard Color Powdercoat  <b>10 years</b> Custom Color Powdercoat	<b>10 years</b> against delamination, peeling, cracking, crazing, or blistering)	<b>5 years</b> (excluding manual crank)

	Frame	Accessories	Motors
<b>S-LIDE™</b>	<b>10 years</b>	<b>3 years</b>	<b>2 years</b>

\* The warranty for all electrical components is contingent upon specific conditions:

- Adequate protection of wire connections is required.
- Electric controls must be housed in a waterproof enclosure that complies with relevant codes.
- Components must be shielded from water and adverse weather conditions.
- Regular operation of the motorized opening system.

\*\* Motors are replaced in pairs.

The Warranty Period is not extended if we repair or replace the product.

The warranty and other terms described in this document are governed by the laws of the State of Florida without reference to any conflict of laws principles which might direct the application of the laws of any other jurisdiction.

## WHAT IS NOT COVERED

**Warranty Exclusions.** Azenco Outdoors will not apply the Limited Warranty described in this document if, in our sole discretion, any of the following exclusions apply:

- The Product has been improperly installed or assembled in a way that did not adhere to Azenco Outdoor's provided instructions.
- The Product has been repaired, serviced, replaced, worked on, or altered by any person that is not an Azenco Outdoor Certified Dealer.
- Any products, fasteners, additional parts, or accessories not manufactured or supplied by Azenco Outdoor.



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- All modifications or alterations to the product by any person that is not an Azenco Outdoor Certified Dealer.
- Issues, damage, or malfunctions unrelated to manufacturing defects in the products.
- Corrosion resulting from corrosive atmospheric conditions, such as salt or chemicals, which are unrelated to Azenco Outdoor's manufacturing.
- Exposure to aggressive environmental conditions, including streaking on beams and louvers.
- Damage or malfunction arising from weathering, fading, chalking, or normal wear and tear.
- Failure to perform regular maintenance as outlined in Azenco Outdoor's Maintenance Guide.
- Accidents, misuse, abuse, or neglect, including use of the product for a purpose for which it was not intended.
- Acts of God or nature, including but not limited to, fire, flood, wind, hail, or other environmental factors.
- Labor costs associated with any service.

### SOLE REMEDY

Azenco Outdoor will repair or replace covered parts which Azenco Outdoor's examination shows to have been defective. Azenco Outdoor reserves the right to utilize refurbished parts in providing any warranty service.

### DISCLAIMERS AND LIMITATION OF LIABILITY

**THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.**

**SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

### PRODUCT REGISTRATION

To activate and validate this Limited Warranty, you are required to register the product. After the installation of your product, you will receive an email from Azenco Outdoor with a registration form to complete. We will review the information on the form to verify the product purchase and will provide an email response when the warranty registration is complete.



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If you do not receive an email from us after the installation of your product, you may instead reach out to [warranty@azenco-outdoor.com](mailto:warranty@azenco-outdoor.com) to receive instructions for registering your product. The Limited Warranty becomes enforceable upon our confirmation of your completed registration.

The registration must be completed within 60 days following the original installation of the product. Failure to register the product with Azenco Outdoor will render the products ineligible for the Limited Warranty described herein.

### HOW TO OBTAIN WARRANTY SERVICE

If you believe your Azenco Outdoor product requires warranty service, please contact your Azenco Outdoor Certified Dealer or contact us at (i) the address listed above or (ii) our customer service department by calling (305)306-3204. Your dealer will assess the problem and, if necessary, file a claim with us for any required parts.

We will provide the necessary components covered under your warranty and will cover shipping costs.

The cost of labor will be determined by the terms of your purchase agreement with your Azenco Outdoor Certified Dealer. Please have your proof of purchase available when contacting your local dealer.

### CUSTOMER RESPONSIBILITIES

As valued owners of Azenco Outdoor products, we ask that you take responsibility for the proper care and use of your investment. Regular maintenance, as outlined in our Maintenance Guide, is essential to ensure the longevity and performance of your product. Failure to perform recommended maintenance may affect or even void your warranty coverage.

Your cooperation in these matters helps us serve you better and ensures your continued satisfaction with Azenco Outdoor products.

We thank you for choosing Azenco Outdoor products to enhance your outdoor living experience. For any questions or warranty inquiries, please contact us at [warranty@azenco-outdoor.com](mailto:warranty@azenco-outdoor.com) or visit our website at [www.azenco-outdoor.com](http://www.azenco-outdoor.com).