



## SUN SHADE CO. LIMITED WARRANTY

Sun Shade Co. ("Manufacturer") warrants that all products sold will conform in kind and quality to the specifications provided and will be free from defects in manufacturing and materials under normal use and service.

### Warranty Coverage

| Component   | Warranty Period | Coverage  |
|---|-----------------|---|
| Steel Frame & Structural Components                                       | 20 Years        | Covers against structural failure due to material or manufacturing defects.   |
| Shade Fabric & Thread   | 10 Years        | Covers against significant fading, deterioration, breakdown, mildew, outdoor heat, cold, or discoloration. Applies to standard colors only and within specified design loads. See additional details below. |
| Powder Coat Finish  | 5 Years         | Covers against peeling, cracking, or excessive fading under normal environmental conditions. Regular maintenance required. See additional details below under Coating & Corrosion Protection.               |
| All Other Components (e.g., hardware, fittings, tensioners, cables, etc.) | 3 Years         | Covers against failure due to corrosion, natural deterioration, or manufacturing defects.   |

### Warranty Terms & Conditions

- All warranties commence on the date of the **Manufacturer's invoice**.
- **This limited warranty is only valid if Sun Shade Co. has been paid in full for the cost of the shelter.**
- If a defect appears within the applicable warranty period, Sun Shade Co. will, upon written notification, correct the issue by repairing or replacing defective parts within **60 days** of receiving the claim.
- Replacement parts are warranted for the balance of the original warranty period or **six (6) months**, whichever is longer.
- **This warranty is limited to material replacement only.** Sun Shade Co. is **not responsible for labor costs** related to the removal, installation, or disposal of defective parts.

### Exclusions

This warranty does not cover:

- Products **exposed to saltwater** or installed within **500 meters** of a saltwater shoreline. Products installed in direct contact with saltwater or subjected to salt spray are not covered for any defects caused by corrosion.
- **Cosmetic issues** such as fading, normal wear and tear, or minor rust staining.
- **Damage caused by misuse, neglect, vandalism, improper installation, field modifications, accidents, or exposure to harsh environmental conditions including direct exposure to winter salting for snow and ice management.**



- Failure to **properly maintain** the product, including periodic inspections, tension adjustments, and touch-ups.
- **Failure to maintain the finished system with annual touch-ups and documented maintenance procedures will void the limited warranty.**
- **Not covered by this limited warranty are locations prone to minor defects that will require periodic touch-ups by the owner (e.g., sharp edges, end plates, etc.).**
- **Structures that exceed local building codes.**
- **Force Majeure** events including but not limited to severe storms, hurricanes, tornadoes, earthquakes, or any natural disasters beyond Sun Shade Co.'s control.

#### **Fabric Warranty Specifics**

- The warranty covers **fabric failure due to UV degradation, mildew, and normal environmental exposure.**
- If, as a **direct result of ultra-violet exposure**, the fabric **cracks, splits, or tears** within **10 years** of purchase, Sun Shade Co. will, at its discretion, **replace the fabric component free of charge or refund the cost of the replacement.** This coverage applies only to the fabric and does not extend to any other components of the structure.
- All claims related to fabric defects must be submitted in writing and include a sample of the defective fabric for laboratory testing, along with proof of purchase and installation details.
- Fabric must be **installed and maintained per Manufacturer's guidelines**, including routine cleaning to prevent dirt and sand from causing abrasions.
- Fabric warranty does not cover **wind damage, failure to remove in winter conditions, vandalism, or mechanical damage** caused by external forces.

#### **Coating & Corrosion Protection**

- The steel frame and hardware components are **powder-coated** to protect against corrosion.
- Failure to maintain the **coating with periodic touch-ups** will void the warranty.
- Exposed nuts, bolts, and anchor points must be periodically checked and maintained to prevent corrosion.

#### **Warranty Claim Process**

To submit a warranty claim, provide a written statement including:

1. **Original invoice number** or job reference number.
2. **Description of the defect** with photos if available.
3. **Location of the installation site** and any relevant environmental conditions.

Send the claim to:

#### **Sun Shade Co.**

502 Harvard Dr. Belle River Ontario, N8LOB2, Canada

Email: [sales@sunshadeco.com](mailto:sales@sunshadeco.com)

Website: [www.sunshadeco.com](http://www.sunshadeco.com)



### Performance Standards

The following tests have been conducted to ensure the durability and longevity of Sun Shade Co. products:

| Test Description             | Test Method                              | Results  |
|------------------------------|--|--|
| <b>Salt Spray Resistance</b> | ASTM B 117/ ASTM D 1654                  | 10,000 hours, no creep from scribe line, rating of 10          |
| <b>Humidity Resistance</b>   | ASTM D2247-02                            | 5,000 hours with no loss of adhesion or blistering             |
| <b>Light UV/ Resistance</b>  | ASTM G154-04 (2000 hours)                | No chalking, 75% color retention, max 3.0 E variation          |
| <b>Stain Resistance</b>      | ASTM D1308-02e1 (24-hour exposure)       | No stain from mustard, tannic acid, coffee, orange juice, etc. |
| <b>Scratch Resistance</b>    | Hoffman Scratch Hardness Tester          | No substrate appearance with 1,000-gram load                   |
| <b>Adhesion</b>              | ASTM D3359-02                            | ASTM Class 4B rating or better                                 |
| <b>Impact Resistance</b>     | ASTM D2794-93                            | 10 in-lbs. without cracking                                    |
| <b>Hardness</b>              | ASTM D3363-92a                           | 2H minimum, no indentation                                     |
| <b>Flexibility</b>           | ASTM D522-93a                            | 1/8" no cracking/loss of adhesion at bend                      |
| <b>Abrasion Resistance</b>   | Taber Abraser CS10 Wheel (1,000 mg load) | 14 mg max weight loss per cycle                                |
| <b>Solvent Resistance</b>    | 50+ MEK rubs                             | Minimal to no dulling or color removal                         |

### Limitations of Liability

- This warranty is **exclusive and replaces all other warranties, expressed or implied**, including but not limited to warranties of merchantability or fitness for a particular purpose.
  - Sun Shade Co. **shall not be liable for any direct, indirect, incidental, special, or consequential damages**, including but not limited to loss of profits, loss of use, or damage to third parties.
  - This limited warranty is only valid if Sun Shade Co. has been paid in full for the cost of the shade.
  - The total liability under this warranty shall **not exceed the original sales price** of the affected components.
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