



## Outdoor Elements Manufacturer's Warranty

The following limited warranty is provided by Outdoor Elements for the Outdoor Elements Louvered Roof. This warranty is subject to limitations, exclusions and conditions as detailed in this warranty certificate.

- **Structural Components:** The louvers (including beams, gutters and posts) are warranted for fifteen (15) years from the date of installation. This warranty covers only material or workmanship defects assuming normal use and service.
- **Powder Coating:** Under normal wear conditions, the finish on the louvers and all supporting elements will not chip, peel, or blister for ten (10) years from the date of installation. The Outdoor Elements warranty is subject to any exclusions or limitations of the pass-through warranty provided by the paint manufacturer and subject to normal outdoor atmospheric conditions. Steel elements are not warranted against rust. This warranty covers only material or workmanship defects assuming normal use and service.
- **Electrical/Power Components:** (motor, solar panel and electronic controls) are warranted for five (5) years from the date of installation. The batteries are warranted for one (1) year from date of installation. These warranties cover only material or workmanship defects assuming normal use and service.
- Outdoor Elements accessories such as heaters, screens, and aspect lighting are subject to the manufacturer's provided warranty. Outdoor Elements does not provide a warranty on accessory products.
- The Outdoor Elements warranty is offered only to the original retail purchaser and is not transferable.
- If the product is modified or altered in a way that is inconsistent with provided installation instructions, Outdoor Elements does not warrant the product. The Outdoor Elements warranty applies only to manufacturing defects in the products.
- The Outdoor Elements warranty covers both residential and commercial applications.

## Claims Procedure

To make a warranty claim, you must fill out a warranty claim form at [OutdoorElementsUSA.com](http://OutdoorElementsUSA.com) within thirty (30) days of discovering the claimed defect. Do not perform any repairs until Outdoor Elements or an Outdoor Elements Certified Installer has inspected the claim or the terms of your warranty could be voided. Your claim must include a description of the defect, the address and date of the installation, and the name and address of the installer.



- 1) If, after inspection by Outdoor Elements, Outdoor Elements determines that the defect on the claim is covered by the warranty, Outdoor Elements shall have one hundred twenty (120) days to deliver to the registered homeowner, at Outdoor Elements option, a refund, repair, or new products to remedy the defective product as follows:
  - a. During the first (1) year of installation, Outdoor Elements has the option to repair, refinish, or replace the defective product at no cost to the registered homeowner. No labor for such repair is included, *only* materials and shipping.
  - b. From the second (2) year through the tenth (10) year, Outdoor Elements has the option to repair, refinish, or replace the defective product, but the registered homeowner is responsible for labor costs and product shipping charges.

Outdoor Elements shall not be liable for any shipping, labor, removal, or installation costs to remedy the defective products following the first year of the warranty period. In no event shall the obligations of Outdoor Elements exceed the original fully installed purchase price.

## Exclusions and Limitations

Outdoor Elements does not warrant the qualifications of the person installing its products and this warranty does not cover installation or any consequences of faulty installation. This warranty does not cover the louvers being weather tight. This warranty does not cover normal weathering, chalking, or fading. This warranty does not cover corrosive atmosphere contaminated with chemical fumes or salt, or any act of God, natural disasters, explosions or other causes beyond the control of Outdoor Elements. Outdoor Elements does not warrant that the products will be able to withstand aggressive environmental conditions. That includes, but is not limited to, black streaking on the beams and louvers. It is important that the homeowner follows the Care and Cleaning Instructions outlined in this Warranty.

Storm Warning Requirement: Louvers shall be rotated to a 90 degree 'open' position during any named storm or weather event to prevent excessive force to this structure. The owner shall be notified in writing of this and that care shall be taken to avoid buildup of snow, debris, construction loads, and any other forces that can affect the integrity of the design.

This warranty shall not be valid or enforceable unless it is registered with Outdoor Elements within thirty (30) days after completion of the original installation of the product covered hereby by filling out the warranty form at [OutdoorElementsUSA.com](http://OutdoorElementsUSA.com)

In the event that products covered by this warranty are not available, Outdoor Elements shall have the right to substitute products that are of comparable functionality, quality, or price. This limited warranty only applies to products erected within the continental United States and Canada.

OUTDOOR ELEMENTS MAKES NO WARRANTY THAT THE GOODS SHALL BE MERCHANTABILITY OR FIT FOR ANY PARTICULAR PURPOSE, NOR DOES OUTDOOR ELEMENTS MAKE ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, EXCEPT AS EXPRESSLY SET FORTH HEREIN. OUTDOOR ELEMENTS SHALL NOT BE RESPONSIBLE OR LIABLE TO THE OWNER OR TO ANY THIRD PARTY FOR



ANY LOST PROFITS OR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL OR CONTINGENCY DAMAGES OR LOSSES FOR ANY BREACH OF WARRANTY OR IN CONNECTION WITH THE USE OF, OR INABILITY TO USE, THE PRODUCTS FOR ANY PURPOSE WHATSOEVER. OUTDOOR ELEMENTS TOTAL CUMULATIVE LIABILITY UNDER THIS LIMITED WARRANTY IS LIMITED TO THE ORIGINALLY FULLY INSTALLED PURCHASE PRICE FOR THE PRODUCT, EXCLUSIVE OF INSTALLATION CHARGES, SALES TAX OR FEES.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

## Care and Cleaning Instructions

Outdoor Elements Louvered Roof systems are durable and easy to maintain with proper care and cleaning. To protect your louvered roof and keep it looking like new, we advise the following cleaning methods:

- 1) **Start with a Light Rinse:** Use a garden hose and a soft brush or cloth with clear water to give the occasional light cleaning to your louvered roof, being sure to work from the top down. In most cases, this method will eliminate the majority of dirt and grime.
- 2) **Follow-up with Hand Washing:** For dirt that doesn't dissipate with a rinse, use a bucket of warm water and a mild all purpose cleaner such as laundry soap or 409. Using a soft bristled brush or cloth, scrub the louvered roof gently, starting at the top and working downward. After hand-washing a section, rinse it with your hose and move on to the next section. If there are still stains remaining, move on to the step below.
- 3) **Removing Mold or Mildew:** For stains caused by mold and mildew, use a solution of one part bleach and four parts water. Spray this mixture on remaining spots.

To protect your louvered roof and keep it looking like new, it's important to follow simple cleaning guidelines. We do not recommend the use of scrubbing compounds or high-pressure washers as they could cause significant damage to your louvered roof.

### ***Avoid the following:***

- 1) Acetic acid, oxalic acid, and phosphoric acid are not advised in concentrations exceeding 0.5 per cent. Hydrochloric acid, sulfuric acid, and similar acids in any concentration should not be used.
- 2) Do not use highly alkaline, aqueous cleaning agents for cleaning.



3) Ester, ketone, acetone, glycol ether, benzene, thinners, stain removers, chlorinated hydrocarbons, and any other solvent-based agents are unsuitable.