

Outdoor Living

Sales and warranty conditions

Version 3.0, valid from 01/07/2026

Price and warranty conditions dealer

This document with specific conditions is a supplement to the general conditions of sale as appearing on the order confirmation, the invoice and the website.

Prices

The prices listed in the price list are recommended retail prices, in euros, without VAT. Brustor sun protection products and most components are subject to individual discount conditions agreed with the customer.

Different conditions apply to motors, electrical accessories, LED lighting and special paintwork; these are indicated in the price list with "C".

The most recent price list cancels and replaces all previous price lists and is subject to change without notice.

Brustor is not responsible for errors in orders, even if official Brustor order forms are used.

Brustor is not responsible for errors in ProDevis or other online ordering systems.

Your order will first be registered with Brustor, after which you will receive an order confirmation. It is necessary to review the order confirmation.

The order will be taken into production based on this order confirmation after 24h00. If we do not receive a response to this confirmation within that 24h00 period, this means that you have read, checked and approved the contents. After 24h00, changes to this order confirmation (input errors or changes due to the customer) will be fully charged to the customer.

Orders that are already in production can still be changed without any obligation or commitment from Brustor. The related costs that such a potential change entails will be fully charged to the customer. The administrative cost for such a change is €200, but this may be higher depending on the progress in production.

Orders can be placed directly via www.mybillie.brustor.com or the Brustor order forms can be downloaded at the same location.

Products

Technical changes to the products by Brustor are always possible and may be made without prior notice or agreement of the customer, without creating any rights to previous versions of these products.

Adjusting or repairing Brustor solar shading products is only possible between September 1 and February 28.

All Brustor products are CE approved for Wind Class 2 (5 Beaufort) according to European standard EN-13561.

Transport

Deliveries are made between 7 a.m. and 6 p.m. (winter delivery schedule) or 6 a.m. and 7 p.m. (summer delivery schedule), unless other arrangements have been agreed with the customer (access code, key, ...).

Failure to comply with our payment terms will invalidate all agreements made regarding indicative delivery times.

The goods delivered by Brustor travel at the expense and risk of the buyer from the moment they leave the Brustor warehouse, even in the case of franco shipments to the customer.

Delivery on site is possible at a minimum additional cost of €200. On site, the dealer must always

be available to assist with unloading. You must ensure the accessibility of the site at all times, as well as the availability of an access road to the site for a truck.

The careful packaging of Brustor products and their final inspection contribute to damage-free delivery.

With each delivery you will receive a CMR document from the carrier, which will be presented to you for signature. Check each delivery and immediately report any damage or missing packages on the CMR before signing it.

Contents of warranty

Scope of contractual warranty

We expressly refer to the warranty conditions for the end consumer.

General warranty conditions

1. Brustor will ensure that repaired parts or spare parts are sent during the specified warranty period. This is free of charge if the complaint is accepted by Brustor and if any requested returns are actually transferred to Brustor within the specified period. The Brustor warranty does not cover installation, travel costs or any hourly wages.
2. If the Brustor dealer agrees to the warranty request, he guarantees to correctly follow Brustor's guidelines and procedure related to replacements and repairs.
3. A warranty is provided until the end of the contractual period on the parts installed to remedy the defect. A warranty repair does not extend the original warranty period of the part in question.

Disclaimer of warranty

Not covered by warranty:

- Limited colour deviations compared to colour samples or between individual components and profiles as a result of non-simultaneous finalisation during the production process or upon replacement. Colour differences may occur when ordering at different times due to the use of powder from different manufacturers. If the customer provides Brustor with a specific code, we can check whether it can be offered for the order in question. Brustor reserves the right to choose the powder manufacturer if the powder code is not specified.
- Visible damage not reported upon delivery will only be accepted within a period of 3 months after departure from Brustor, and if evidence can be provided of the unassembled condition.
- Damage to third parties, by third parties, and repairs by third parties.
- Creasing in screen fabrics (window or entirely from one material) is not covered by warranty. No warranty on creasing of valance B128.
- Scratches and the gradual matting of the crystal fabrics are a natural aging process and are not covered by the warranty. Discoloration of PVC and crystal cloth due to nicotine and tar stains is also not covered under warranty.
- For lean-to pergolas: the watertightness of the strip between the wall and the patio cover. This is the responsibility of the dealer.
- The right to warranty lapses: If the defect is not reported in writing by the customer to the Brustor dealer within five days of its discovery.
- In case of damage caused by accident, negligence, storm(*), water accumulation, incorrect installation, ignoring the instructions, use in freezing weather, incorrect use or normal wear and tear.
- In case of damage caused by external influences. This includes, but is not limited to: damage caused by climatic, chemical, thermal, mechanical or other influences, such as sand, brine, storm (*), tree resin, overhead lines, stone chippings, industrial pollution, aggressive cleaning products, disruption of the RTS signal (e.g. high-voltage cables), high salt levels and bird faeces.

(*)Wind protection is always recommended, but a 100% warranty cannot be given, e.g. in case of sudden or fierce wind gusts.

- If parts of foreign origin are installed in the patio cover or carport, or Brustor parts are replaced in a non-brand-compliant manner, even if these interventions are carried out by a Brustor dealer.

- If the patio cover or carport or its component is not installed/repared according to Brustor's instructions or if the instructions regarding handling and maintenance of the patio cover (see manual/warranty for the end user) are not followed. With regard to the installation instructions, we specifically point out the degree of inclination to be observed for certain products, such as (but not limited to) the obligation to install a B128Pergola with a minimum inclination of 15 cm/m and a maximum of 65 cm/m.
- If invitations for specific technical inspections and/or replacements (product improvement actions) are not followed up.
- Limits on controls may not be changed without the express permission of Brustor; otherwise, the warranty on the motor lapses.
- BRUSTOR NV is not liable for indirect damage or loss such as, but not limited to, loss of margin, transport costs and labour hours, compensation for loss of use or damage caused to persons or property or damage suffered by third parties, nor any other consequential damage.
- BRUSTOR NV also cannot be held liable when the goods have already been processed or treated, or have been resold to third parties.
- The goods may not be returned without prior written agreement from BRUSTOR NV. The agreement to take back the goods does not constitute an admission of liability.
- For paint damage within the criteria below: For all systems, the surface of the painted product is to be inspected at an angle of approximately 60° to the surface, with the naked eye and under natural light (edges, deep notches and secondary surfaces are not included in the significant surface area). None of the following defects shall be visible on the painted surface at a distance of 5 meters: excessive roughness, blisters, inclusions, craters, dull spots, holes, pits, scratches or other unacceptable defects. The coating will be of even colour and gloss with good coverage. If the product is composed of components made of different materials, a slight difference in gloss between the components is possible.

Mounting / wind and snow resistance

• Brustor is not responsible for too weak or unsuitable fastening materials. Attachments to bottom or wall are not included and should be determined depending on the type of surface. Contact a structural engineer in case of doubt or where necessary. • For types B910, B800, B700 and B720, the maximum permitted snow load must be considered, for the section with fixed infill, according to the legally applicable snow load at the installation site of the pergola. Also, the guidelines regarding type, thickness and dimensions of infill panels must be followed as defined on the order confirmation. Brustor is not responsible for the installation, stability, quality and damage to/due to these infill panels. • Regardless of the permitted snow load, the roof must be cleared of snow during heavy snowfall. The panels may not be walked on. • For types B700 and B720, Brustor recommends always anchoring one side to a wall. For freestanding B700/720, it must be calculated for the pergola whether the extra forces due to wind or snow can be absorbed, otherwise extra reinforcement is necessary. These reinforcements are not the responsibility of Brustor. • For types B128(XL/P), a minimum roof pitch of 9° (15cm/m) and a maximum of 33° (65cm/m) is required. Configurations that deviate from this are outside warranty. • For lean-to, the watertightness of the strip between wall and pergola is not the responsibility of Brustor. • If side walls with a minimum 50% open structure are installed, they must be fully opened and locked at wind speeds above 50 km/h. For side walls with a closed structure (e.g. glass walls) or open structure <50%, it must be calculated for the pergola whether the additional forces due to wind or snow can be absorbed, otherwise additional reinforcement is necessary. These reinforcements are not the responsibility of Brustor. • Brustor is not responsible for damage to and by non-Brustor added accessories.

Procedure for problems during the warranty period

1. Document the problem and forward it to Brustor.

Describe and immediately document your complaint as completely as possible via the extranet (photos, indication on CMR, ...). This allows us to deal with the complaint immediately and send any requested replacement parts quickly. Well-documented complaints also ensure that many items do not need to be returned to Brustor, and they significantly shorten the processing time of your complaint. Our regular internal sales representative will be happy to help you with what exactly we need and what you should or should not return.

Damages:

We make the following distinction:

• The packaging is damaged: a photo must be taken of the damaged packaging and a photo of the damaged goods that are still in the packaging, i.e. when the parts have not yet been assembled. It goes without saying that this type of damage must also be stated in detail on the CMR, otherwise we cannot recover it from our carrier. All information must be submitted to Brustor within 5 working days of delivery.
• The packaging is not damaged, but the goods are damaged: here too, we need to receive a photo of the damaged goods that are still in the packaging, i.e. when the parts have not yet been assembled. This kind of damage should be reported to Brustor within 3 months of departure! In the event of damage to installed products, we assume that the damage occurred during or after installation.

Use of photos as evidence: if you want to prove damage with photos, please make sure that the

photos are sufficiently clear, as well as include both detail photos of the problem, as well as an overall photo of the entire part/product. An overall photo shows us where the problem is located, the detailed photo can lead us to the cause.

2. If applicable, prepare the return shipment with a unique number assigned by Brustor.

To avoid returns being lost, we ask that you please observe the following:

- Never return items without a unique number, which you can find in the customer portal; you can also request this number from your regular internal service employee. Returns without this unique number will be considered non-existent, will not be processed and will be destroyed.
- This number must be indicated on every package/parcel; additional info (VO number, dealer name, etc.) is welcome.
- Never group returns for different complaints and put them together in one package/parcel (unless you indicate all relevant unique numbers on the outside of the box and also on each returned product individually).
- Have the person who takes the returns from you sign the internal transport document; it does not matter whether it is an internal or external carrier, a representative, etc. This way you have proof that everything has indeed left your premises.

3. Processing by Brustor: possibly sending replacement parts / follow-up in MyBillie

If you need to return certain items to Brustor, please do so in a timely manner: complaints for which the returns arrive at Brustor later than within 60 calendar days will be automatically and irrevocably invoiced. You can always track your return complaints yourself via the customer portal "MyBillie".

4. Invoicing if the conditions for returns have not been met

The above also means that you will not receive an invoice when replacement parts are sent. Only if Brustor receives no return or an incomplete return will you receive an invoice for the parts sent to you.

Expiration of contractual warranty: All claims for defects shall expire with the expiration of the warranty period.

Returns

Return within 60 calendar days. After checking for damage and proper functioning, standard goods will be credited for 50% (custom-made goods and special paintwork will not be credited).

In the event of returns of parts ordered by the customer, an additional administrative fee of at least €50 will be charged.

Use by the end consumer

The dealer must inform the end consumer about the correct use and maintenance of the pergola in accordance with the warranty conditions.

Language

This document is produced in several languages. In the event of any conflict between this document and its translation, the original Dutch version shall prevail and take precedence in any interpretation issues.

Changes and cancellations of orders

- Orders in progress - status In Progress on MyBillie - can be cancelled free of charge within 24 hours after order confirmation
- For orders started in production - status In Production on MyBillie - the following costs will be applied in case of cancellation:
 1. Administrative fee of €50 net for awnings and solar shading
 2. Administrative cost of 200 € net for conservatory awnings and ODL pergolas

In addition, an extra fee will be charged depending on the production status according to the table below - % price list

	Standard Coating				
Production Status	Awnings	Conservatory Aw-nings	Screen	ODL	Carport
Sawing/milling started	60%	60%	60%	60%	60%
Confection started	60%	60%	60%	80%	N/A
Assembly started	100%	100%	100%	100%	100%

	Special Coating				
Production Status	Awnings	Conservatory Aw-nings	Screen	ODL	Carport
Sawing/milling started	25%	25%	25%	50%	50%
Coating	40%	40%	40%	80%	70%
Confection started	90%	90%	90%	90%	N/A
Assembly started	100%	100%	100%	100%	100%

- Orders for Brustor spare parts cannot be cancelled

Warranty conditions end consumer

Dear customer,

Congratulations on the purchase of your Outdoor Living patio cover or carport! Together with your Brustor installer, we would like to thank you for your trust.

At Brustor we attach great importance to the quality of our products and services. To ensure you the best possible service, we offer warranty on our products according to the terms described below. This warranty is intended to provide you with additional security in the event of manufacturing errors or defects, provided they have occurred under normal use.

Correct operation and regular maintenance guarantee years of enjoyment. If, despite normal use, a problem occurs during the warranty period, you will find in this document the necessary information to find a quick and efficient solution, with the help of your Brustor installer. Of course, you can always call on your Brustor installer even after the warranty period.

This document with specific conditions complements our general conditions (to be consulted on the website).

We recommend that you read these conditions carefully so that you know exactly what you are entitled to and how to report any questions or problems with the help of your Brustor installer.

Product information

The Brustor B160XL, B200(XL), B250XL, B600S and B720 Outdoor Living are aluminium patio covers with a solar shading top structure of orientable aluminium louvres. The B600S has louvres that also can slide. The B300 and B310 models have a folding roof fabric as top structure. The B910 has a roof of insulated panels and can be used as a carport or patio cover. The B700 and B800 have an upper structure with glass panels or fixed panels. Patio cover B128XL is always attached to the house and combines an awning with a fixed structure. These patio covers are electrically operated. Optionally, they can be equipped with a rain and snow sensor. The sides of the patio covers B128XL, B200(XL), B250XL, B300, B600(S), B700, B720, and B800 can be closed off with built-in ZIP screens with PVC or screen fabric, optionally with window(s) of transparent Crystal PVC. The patio covers and carports B160XL, B310, and B910 can only be equipped with surface-mounted B1200 Zip screens (not built-in). The screens are electrically operated and can be equipped with automatic controls with wind and/or sun sensors. The Outdoor Living systems are mounted freestanding or attached to a facade or built into an opening. A module of the B200(XL), B250XL or B300 can be equipped with one or two roof elements. Multiple modules of the Outdoor Living B128XL, B200(XL), B250XL, B300, B700 and B720 can be linked together. The B160XL, B310, B600S, B800, and B910 can only be placed side by side. The patio cover and its individual components do not meet UL standards.

Installation and commissioning

- The assembly, mounting and adjustment of the upper structure, screens, heating, lighting, audio and controls are the exclusive domain of your professional Brustor dealer. The dealer has Dealer Assembly Instructions for this purpose, which can be downloaded from the Brustor Extranet. The connection to the electricity network must be made by your Brustor installer or an approved electrician, in accordance with the applicable standards.
- When operating with sensors, a switch must be provided at the fuse box to switch the Outdoor Living on and off or to de-energize the installation.
- The dealer also ensures that the patio cover is grounded and, if necessary, can be connected to your home automation system.
- Brustor is in no way responsible or liable for errors during assembly, installation, and commissioning (due to not following the guidelines in the installation manuals).

Safety instructions

Read this text carefully before using the Outdoor Living patio cover or carport for the first time!

- The Outdoor Living is designed as a high-quality patio cover with solar shading properties. Use this patio cover only for its intended purpose.
- The Outdoor Living is not designed as a plaything. Make sure children never try to climb on the patio cover or hang from the structure. Do not let children play with the remote controls and hang/hide them out of their reach.
- The Outdoor Living is not made to stand or walk on. This is a point load, whereas the pergola is only designed for an evenly distributed load.
- Prevent people from putting their hand or finger between the sliding windows, louvres, screen fabrics or other mechanical parts.
- Never attach objects or accessories to or on the Outdoor Living. Only accessories specifically designed by Brustor can be mounted and/or installed by a certified Brustor dealer.
- Make sure that obstacles such as branches, cables, toys or garden accessories cannot get between the fabrics rolling up and unrolling, rotating or sliding louvres.
- Immediately switch off the motor if it produces an abnormal sound. Consult your dealer if you cannot determine the cause yourself.
- Please note that the rain, sun,

and wind controllers can autonomously open or close the louvres and fabrics at any time.

Operation

- The Outdoor Living patio cover is fully operated with remote controls and/or home automation: Somfy RTS / io remote control(s) / Brustor Connect or Brustor APP.
- The commands from the Somfy RTS / io remote control(s) are transmitted by radio signals (frequency RTS/Brustor Connect 433 MHz / io 868 MHz) to the various components and motors. The Somfy RTS signal / Brustor Connect can be disrupted by external influences.
- Your certified Brustor dealer has pre-programmed your remote control with the correct minimum and maximum settings per screen and per fabric, and set the correct channels for each motor. Any LED lighting and patio heaters were also programmed.
- For the operation and use of the hand-held remote controls, we expressly refer to the relevant manual of the supplier concerned. Your dealer can always assist you with this.
- Movable components (such as screens, louvre roofs, ...) may only be operated if they are within the user's field of vision, so that the operation can be stopped in unforeseen circumstances (blockage by a person, furniture, ...).
- After a power outage, the B160XL, B200XL, B250XL and B720 must first be fully opened or closed during initial use. After that, the roof will function as before (attention! with io, the roof must go through at least 4 cycles (open/close) before the frost function works).

Limits to the warranty conditions

Caution: Outdoor Living systems remain patio roofs and are therefore not suitable as permanent living quarters or storage areas for furniture and objects, valuable or otherwise. The warranty is void when installing the B600 (S) on the dike, in the dunes, on the beach, in the desert or within 5km of the coastline.

Noise pollution

The warranty does not cover: grinding, squeaking, creaking, ticking or other noises caused by mechanical, manual or electrical movements, friction or thermal expansion.

Waterproofing

- The Outdoor Living structure is highly water-repellent but does not guarantee complete water tightness. If correctly installed, the Brustor Outdoor Living systems are conform to the Belgian norm NBN 306. At least one drain per 15m² roof surface must be provided. Furthermore, efforts should always be made to ensure drainage occurs as naturally as possible, i.e. by using the closest possible vertical post.
- For attached pergolas, the waterproofing of the strip between the wall and the patio cover is not the responsibility of Brustor.
- When opening the louvres (B160XL, B200(XL), B250XL, B720, B600(S)) or the roof fabric (B128(XL/P/Horizontal), B300 and B310) after a rain shower, it is possible that some rainwater or condensation drops may fall down from the patio cover. In gusty or strong winds, raindrops from the louvres or the fabric can be blown inside the Outdoor Living.
- Some condensation may also occur on the inside of screens. To prevent mould formation, you must not roll up wet fabrics but must allow them to dry first.
- To avoid fabric deformation and streaks, screens with transparent PVC windows must never be rolled up when wet.
- In exceptional, extremely heavy downpours, it is possible that the built-in gutters may not be able to drain the rainwater flow adequately. Also during consecutive frost and thaw periods, water drainage and tightness cannot be guaranteed.
- The B128(XL/P) must be either fully rolled up or fully unrolled during rain, never halfway.
- The B128P Horizontal is sold exclusively as solar shading. The fabric must be fully rolled up during precipitation because the B128P Horizontal is not suitable for protection against precipitation.
- For the Outdoor Living B160XL, B200(XL), B600(S)

and B720, an optional rain sensor closes the roof by rotating the louvres fully horizontally. There may be a short delay between the first raindrops falling and the closing of the louvres, so a limited amount of rain may settle inside the Outdoor Living. • The use of an optional rain sensor does not provide an absolute guarantee of operation. • Clean the gutters regularly to prevent clogging of the water drainage. • If multiple sensors are connected (e.g. frost, snow,...) to the pergola, it may occur that these sensors take priority over the operation of the pergola.

Snow and frost

• The Outdoor Livings are aluminium patio covers with solar shading upper structures that are not designed to be operated during frost or to bear a snow load. In case of snow, rotate the louvres of the Outdoor Living B160XL, B200(XL), B250XL, B600(S) and B720 to a fully vertical position to avoid any accumulation of snow. The B160XL, B200(XL), B600(S)* can withstand a snow load of 35kg/m² and in addition Brustor guarantees that there will be no permanent deformation of the louvres for the B160XL, B200(XL), B250XL and B720 up to 100kg/m². For the B600(S) this is up to 70kg/m². With this snow load, water infiltration may occur between the louvres. • Fabric roofs (B128(XL/P), B300 and B310): in case of snowfall, the roof fabric must be fully rolled up. The roof fabrics of the Outdoor Living B300/B310/B128(XL/P) patio covers cannot withstand snow load! • Do not operate the patio cover during frost to prevent damage to the motor and components due to freezing. • Automatic safety at low temperatures is possible via some controllers that open the louvres of the B160XL, B200(XL), B250XL, B600(S) and B720 to 90° at temperatures below +/- 2°, without precipitation (to be set by the dealer). This frost protection is disabled by default on all patio covers, but must be activated by your dealer in cold and snowy regions (such as Germany, Switzerland, Austria, Italy, Scandinavia, Slovenia, Baltic States, Eastern Europe, USA, Canada, ...), not possible on B128(XL/P), B300 and B310. • For the types B910, B800, B700 and B720, a maximum permitted snow load has been considered by your installer. Brustor is not responsible for the installation, stability, quality and damage to/due to these infill panels. Regardless of the allowed snow load, the roof must be cleared of snow in case of heavy snowfall. The panels may not be walked on. • During periods of frost and thaw, water drainage and tightness also cannot be guaranteed.

Extreme temperatures and excessive use

• Extreme heat or excessive use: taking into account the thermal protection of the motors, these can normally be operated up to 60°C. Frequent consecutive operation may cause the motor to overheat. A built-in thermal protection system then prevents operation of the system for about ten minutes, after which the motor can be operated again.

Wind resistance

• For solar shading in general, the European standard EN 13561 applies, which specifies the guaranteed quality the solar shading meets. This quality is indicated in a wind class corresponding to the wind force to be withstood and is expressed in Beaufort. All Brustor products are CE wind class 2 approved according to European standard EN 13561. This corresponds to 5 Beaufort, i.e. max. 38 km/h. • The Outdoor Living screens made of PVC fabric also comply with this standard when lowered. At wind speeds above 38 km/h, these PVC screens must be rolled up completely. All Brustor ZIP screens up to a surface of 10m² can withstand wind forces of up to 49 km/h. At wind speeds above 49 km/h, these screen cloths must be rolled up completely. ZIP Screens > 10m² can withstand wind forces of up to 38 km/h. • The unfolded upper structure of Outdoor Living B300, B310 and B128 (XL/P/Horizontal) are CE wind class 2 certified according to the European

standard EN 13561. • Screens and fabric roofs must not be operated above 30 km/h (except to roll up the fabrics). Brustor further guarantees that the supporting structure with closed louvres can withstand wind speeds up to 100 km/h. At wind speeds above 100 km/h, the louvres of types B160XL, B200(XL), B250XL and B720 must be set at an opening angle of 30 to 45°, while for B600 (S) the louvres must be fully stacked together. • Optional Brustor sliding walls must also be stacked together. • At wind speeds above 120 km/h, permanent structural damage may occur. • For all Outdoor Living patio covers, an optional wind sensor can, from an adjustable wind speed, operate the screens upwards and/or place the fabric roof in the open position (B128(XL/P) /B300/B310). This wind sensor does not offer an absolutely conclusive guarantee.

Maintenance

General

Proper use and regular maintenance (at least 2x/year or more in heavily polluted areas and/or when exposed to salty sea air) guarantee years of enjoyment from this patio cover. The Outdoor Living patio cover requires little maintenance but the points below do have an important impact on its lifespan.

• Proper installation and adjustment by a certified Brustor installer, and correct connection to the electrical network, is the most important condition for trouble-free maintenance. • Regularly check your patio cover for toys, bird nests, branches, leaves and other items that may end up on the upper structure. Remove these immediately before they can cause damage. • Clean the gutters on a regular basis to prevent clogging of the water drainage. • When servicing your Outdoor Living, always turn off the automatic controls. • Sale not recommended on dikes, banks, ... (sand influence). • To achieve a long lifespan of the LED strips, it is recommended to leave the LED lighting on for at least 1 hour daily after sunset.

Aluminium profiles and louvres

The aluminium profiles and louvres should be cleaned with lukewarm water and a mild detergent. Do not use high-pressure cleaners, scouring pads or other abrasive agents, nor caustic or aggressive products. Due to a non-simultaneous production process of the different profiles, small colour deviations may occur between the aluminium components of the patio cover (more information about what is and is not permitted can be obtained from your dealer).

Fabric roofs B128(XL/P)/B300/B310

With the roof fabrics, see-through is possible, allowing dirt to be noticed on the fabric. First remove the loose dirt with a brush. Then clean with a mild cleaning product dissolved in lukewarm water. After cleaning, always rinse the fabric with lukewarm water. Do not use scouring pads or other abrasives, nor corrosive or aggressive products. This cleaning process should not take place in bright sunlight; the soapy water drying (too) quickly can create permanent stains in the fabric. To avoid mold formation on B128(XL/P), it is recommended not to roll up wet fabrics but to let them dry first.

Screen fabrics with transparent PVC window

With screen fabrics, a distinction is made between the part with transparent PVC window(s) and the other parts of the fabric. Clean transparent PVC windows only with lukewarm water. Never roll up these fabrics when wet. Clean the non-transparent part of these fabrics as described under "Non-transparent screen fabrics".

Non-transparent screen fabrics

Clean the screen fabrics with a mild deter-

gent dissolved in lukewarm water. Clean the non-transparent part of the screen fabrics in a similar way. After cleaning, always rinse the fabric with lukewarm water. Avoid scouring pads or other abrasives, as well as caustic or aggressive products. This cleaning process should not take place in bright sunlight; the soapy water drying (too) quickly can create permanent stains in the fabric. To avoid the formation of mold, it is recommended not to roll up the wet fabrics but to let them dry first. Depending on the chosen colour and design, the colour of the screen fabrics may change slightly in shade after some time or even discolour due to sunlight. Rolling up screen fabrics can cause the fabrics to exhibit waffle, herringbone, wave and pleat formation.

Professional technical maintenance

Besides regular maintenance Brustor recommends a technical maintenance of your Outdoor Living by your authorised Brustor dealer. This technical maintenance has to take place yearly for standard residential installations. A technical maintenance every six months is recommended for Outdoor Living awnings in hotels, restaurants and stores as well as for residential installations in coastal areas.

Warranty conditions

Scope of contractual guarantee

1. The Brustor warranty commences on the date of installation by the Brustor dealer, with a maximum of three months between shipment by Brustor ("ex works") and installation by an authorised Brustor dealer. If this period of three months is exceeded, the extra period will be deducted from the guaranteed warranty period.

2. In case of transfer of ownership of the patio cover without moving it, the warranty remains in full force for the new owner.

3. The warranty period is 10 years for the frame of the patio cover ⁽¹⁾ and the adhesion of the coating ⁽²⁾ ⁽³⁾. A 5-year warranty is given on the colour and gloss of the coating ⁽⁴⁾. For fabrics (ZIP-screens and roof fabrics), a 5-year warranty also applies ⁽⁵⁾. A 5-year warranty is given for motors, controls, automatics, and audio ⁽⁶⁾. A 5-year warranty is given on mechanically moving parts (including the modules of the B310). The warranty period for sliding walls is also 5 years. Finally, a 2-year warranty is given on LED strips and spots and electric heating ⁽⁷⁾.

4. Products other than Brustor products that are merely part of the installer's offered programme are not covered by Brustor's warranty but by the supplier concerned.

5. The buyer can only claim the warranty if the defect is established by the dealer within the warranty period of the patio cover and if the buyer reports the defect to the Brustor dealer within 5 days from the moment he/she discovered it or should normally have discovered it.

6. The warranty does not affect the legal rights and obligations regarding warranties.

7. These warranty conditions concern the sole and exclusive product warranties of Brustor for the buyer. Brustor provides no warranty other than those specifically described in this document.

⁽¹⁾ including the screen cassette.

⁽²⁾ 5 years on post supports and if installed less than 5 km from the coast, in a sandy environment, or in areas with heavy pollution.

⁽³⁾ For a B600S installed less than 5 km from the coast, Brustor does not provide any warranty.

⁽⁴⁾ Brustor expressly refers to the Qualicoat standards for permitted colour deviations

⁽⁵⁾ The formation of creases inherent to the fabric is not covered by the warranty. The rolling up of fabrics may cause waffle, herringbone, wave or other fold formation in particular.

For the value of fabrics, after 2 years an annual depreciation of 20% is taken into account (1st year: 100% - 2nd year: 100% - 3rd year: 80% - 4th year: 60% - 5th year: 40%).

For fabrics with PVC window, a maximum warranty of 2 years applies. Scratches and gradual matting of crystal fabrics are a natural aging process and are not covered by the warranty. Discoloration of PVC and crystal cloth due to nicotine and tar stains is also not covered under warranty. Crystal cloths may show matte stains after some time. When temperatures change, fabrics with crystal windows are more susceptible to shrinkage, expansion and wrinkling than fabrics without crystal windows.

⁽⁶⁾ 7 years on Somfy Solar

⁽⁷⁾ After commissioning, lamp breakage is no longer covered by the warranty