

Congrats on the
purchase of
your Brustor
solar shading
product!



30072025

Warranty conditions end consumer

Dear customer,

Congratulations on the purchase of your Brustor solar shading product. 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 sales 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.

Installation and commissioning

• The assembly, mounting and adjustment of the solar shading, heating, lighting and sensors 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. • For control with sensors, a switch should be provided at the fuse box to turn the solar shading on and off or to de-energise the system. • If necessary, the dealer will also ensure that the solar shading can be connected to your home automation system. • Brustor is in no way responsible and liable for errors during assembly, installation and commissioning (by not following the guidelines in the mounting instructions).

Operation

• The blinds are fully controlled by switch(es), home automation or remote control(s). • 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 is more sensitive to external interference. • Your authorised Brustor dealer has programmed your remote control with the correct minimum and maximum settings per screen and per fabric, and has set the correct channels for each motor. Any LED lighting and patio heaters were also programmed. • For the operation and handling of the remote controls, we expressly refer to the relevant manual of the respective supplier. • Movable components (such as screens, articulated arm awnings, ...) should only be operated if they are within the user's field of view, so that operation can be stopped in the event of unforeseen circumstances (blocking by a person, furniture, ...).

Correct use and maintenance

USE

• Close the solar shading during rain, wind, snow and hail. • Do not use the solar shading in case of frosty conditions. • Ensure that rolling in or out is not hindered by obstacles. • Before rolling up, remove any branches or leaves. • When operating manually, use normal force and do not turn beyond the end limit. • If the motor makes an abnormal noise when operated electrically, immediately stop the movement (press MY on the remote control or place the switch in neutral) and contact your installer. • If you notice anything abnormal, consult your installer. • Follow the manufacturer's instructions (e.g. Somfy) for all their electrical components.

CLEANING

General

• Never use a high-pressure cleaner. • Follow the instructions of the relevant fabric manufacturer. If necessary, ask your dealer who the manufacturer of your fabric is.

Cleaning veranda fabrics

With veranda 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 mildew, do not roll up wet fabrics but allow them to dry first.

Screen fabrics with transparent PVC window

Clean screen fabrics with a mild cleaning product 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.

Non-transparent screen fabrics

Clean screen fabrics with a mild cleaning product 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.

MAINTENANCE

• Lubricate moving parts annually with oil or light grease. Please consult your distributor for this. • Lubricate the plastic parts and aluminium guide profiles only with dry lubricant (e.g. silicone spray). • Please check with your dealer whether they can offer you a maintenance contract.

Limits to the warranty conditions

Warranty conditions

SCOPE OF THE CONTRACTUAL WARRANTY

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 three-month period is exceeded, the additional term will be deducted from the guaranteed warranty period.

2. If ownership of the solar shading is transferred without moving it, the warranty remains in full force and effect for the new owner.

3. The warranty period is 10 years for articulated arm awnings, veranda awnings and screens, with regard to the cassette, articulated arms⁽¹⁾ (in the case of articulated arm awnings) and paint adhesion.⁽²⁾ On the colour and gloss of the paint 5 years guarantee is given.⁽³⁾

Fabric is also covered by a 5-year warranty.⁽⁴⁾ A 5-year warranty is provided for motors, controls and sensors.⁽⁵⁾ Finally, 2 years warranty is given on LED strips, LED spots and electric heating.⁽⁶⁾

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

5. The buyer can only claim warranty if the defect is identified by the dealer within the warranty period of the solar shading and if the buyer reports to the Brustor dealer within 5 days from the time he/she identified the defect or should normally have identified 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⁾ Only a 5-year warranty is provided on mechanically moving parts other than articulated arms.

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

⁽³⁾ Brustor explicitly refers to the Qualcoat standards for permitted colour deviations

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

⁽⁵⁾ 7 years on Somfy Solar

⁽⁶⁾ After commissioning, lamp breakage is not covered by warranty.