

Warranty conditions

SCOPE OF 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. 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 and the adhesion of the paint ⁽¹⁾ ⁽²⁾.

On the colour and gloss of the paint 5 years warranty is given ⁽⁴⁾.

For fabrics (ZIP screens and roof fabrics) there is also a 5-year warranty ⁽⁵⁾.

For motors, controls, automatic controls and audio, there is a 5-year warranty ⁽⁶⁾.

For sliding walls the warranty period is also 5 years.

Finally, there is a 2-year warranty for LED strips and spotlights 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 offers 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⁾ On a B600S installed less than 5 km from the coast, Brustor gives no warranty.

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

⁽⁵⁾ Creasing inherent to the fabric is not covered by the warranty. The rolling up of fabrics may cause waffle, heringbone, 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.

⁽⁶⁾ 7 years on Somfy Solar

⁽⁷⁾ After commissioning, lamp breakage is not covered by warranty.

Congrats on the
purchase of
your Brustor
Outdoor Living!



Warranty conditions end consumer

Dear customer,

Congratulations on the purchase of your Outdoor Living patio cover! 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.

BRUSTOR[®]
OUTDOOR SUN SYSTEMS

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 model B300 has a folding roof fabric as upper structure. 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 pergolas B128XL, B200(XL), B250XL, B300, B600(S), B700, B720 and B800 can be closed with built-in ZIP screens with PVC or screen fabric, optionally with window(s) of transparent Crystal PVC. Outdoor Living B160XL can only be equipped with B1200 Zip screens in surface mount (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 free-standing 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, B600(S) and B800 can only be placed next to each other. 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 automatic 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. Connection to the electrical network, according to the applicable standards, should be performed by your Brustor installer or a licensed electrician.
- When operating with sensors, a switch should be provided at the fuse box to turn the Outdoor Living on and off or to de-energise the installation.
- The dealer will also ensure that the patio cover is grounded and can be connected to your home automation system if necessary.
- Brustor is in no way responsible and liable for errors during assembly, installation and commissioning (by not following the guidelines in the mounting instructions).

Safety instructions

Please read this text carefully before using the Outdoor Living pergola 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 what it is designed for.
- The Outdoor Living is not designed as a playground equipment. Make sure children never try to climb on the patio cover or hang from the structure. Do not allow children to play with the remote controls and hang/hide them out of their reach.
- The Outdoor Living is not made for standing or walking on. This is because this is a point load, while 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 an authorised 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 turn off the motor if it produces an abnormal noise. Consult your dealer if you cannot determine the cause yourself.
- Keep in mind that the rain, sun and wind automatic controls can open or close the louvres and fabrics autonomously 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.
- 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 disturbed by outside influences.
- Your authorised Brustor dealer has pre-programmed your remote control with the correct end positions per screen (and/or per canvas roof), and 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 supplier concerned. Your dealer can always help 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 operation can be stopped in the event of unforeseen circumstances (blocking by a person, furniture,...).
- After a power outage, the B160XL, B200XL, B250XL and B720 will have to be opened or closed completely at first 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 construction works extremely water resistant 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. In addition, the aim should always be to provide drainage in the most natural way possible, i.e. using the closest possible vertical post.
- For attached pergolas, the waterproofing of the strip between the wall and the patio cover is not Brustor's responsibility.
- When opening the louvres (B160XL, B200(XL), B250XL, B720, B600(S)) or the roof fabric (B128(XL/P)/Horizontal) and B300) after a rain shower, some rainwater or condensation droplets may fall down from the patio cover. Rain drops can be blown off the louvres or fabric inside the Outdoor Living during high winds or strong gusts.
- Some condensation is also possible on the inside of screens. To avoid mildew, do not roll up wet fabrics but allow them to dry first.
- To avoid fabric deformation and streaks, screens with transparent PVC windows must never be rolled up when

wet.

- In case of exceptional, extremely heavy downpours, the built-in rain gutters may not be able to adequately drain the rainwater flow. Water drainage and density cannot be guaranteed during successive periods of frost and thaw either.
- The B128(XL/P) should be either fully rolled up or fully unrolled in the event of rain, i.e. never halfway.
- The B128P Horizontal is sold exclusively as solar shading. The fabric must be fully rolled in during precipitation as the B128P Horizontal is not suitable to protect against precipitation.
- On the Outdoor Living B160XL, B200(XL), B600(S) and B720, an optional rain sensor closes the roof by turning the louvres completely horizontal. A short time may elapse between the first raindrops falling and the louvres closing, so a limited amount of rain that may precipitate within the Outdoor Living must be taken into account.
- The use of an optional rain sensor does not provide an absolute guarantee of operation.
- Clean the rain gutters on a regular basis to prevent clogging of the water drains.
- If multiple sensors (e.g. frost, snow,...) are linked to the pergola, these sensors may have priority over the operation of the pergola.

SNOW AND FROST

- The Outdoor Livings are aluminium patio covers with solar shading superstructures that are not designed to operate in frost or to carry 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 may seep in between the louvres.
- Fabric roofs (B128(XL/P) and B300): in case of snowfall, the fabric roof should be completely rolled in. The roof fabrics of the Outdoor Living B300/ B128(XL/P) patio covers will not tolerate any snow loads!
- Do not operate the patio cover in freezing weather to prevent damage to the motor and components due to freezing.
- Automatic safety at low temperatures is possible through some automatic controls that open the louvres of the B160XL, B200(XL), B250XL, B600(S) and B720 at temperatures lower than +/- 2°, without precipitation, at 90° (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 areas (e.g. Germany, Switzerland, Austria, Italy, Scandinavia, Slovenia, Baltic States, Eastern Europe, USA, Canada, ...), not possible on B128(XL/P) and B300.
- For types B800, B700 and B720, there is a maximum allowed snow load 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 must not be stepped on.
- During periods of frost and thaw, water drainage and tightness cannot be guaranteed either.

EXTREME TEMPERATURES AND EXCESSIVE USE

- Extreme heat or excessive use: taking into account the thermal protection of the motors, they are normally operable 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

- Solar shading in general is governed by European standard EN 13561, which determines the

guaranteed quality that 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, or 38 km/h max.

- Outdoor Living screens made of PVC fabric also meet this standard when lowered. In 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 fabrics must be rolled up completely. ZIP Screens > 10m² can withstand wind speeds up to 38km/h.
- The unfolded top structure of Outdoor Living B300 and B128 (XL/P/Horizontal) is CE wind class 2 approved according to the European standard EN 13561.
- Screens and fabric roofs must not be operated above 30 km/h (except to roll in the fabrics) Brustor also guarantees that the supporting structure with closed louvres can withstand wind speeds of up to 100 km/h. At wind speeds above 100 km/h, the louvres for types B160XL, B200(XL), B250XL and B720 must be set at an opening angle of 30 to 45°; for B600 (S) the louvres must be fully slid together in a package.
- Optional Brustor sliding walls must also be slid together.
- At wind speeds above 120 km/h structural permanent damage can occur.
- On all Outdoor Living patio covers, an optional wind sensor can operate the screens upward from an adjustable wind speed and/or place the fabric roof in the open position (B128(XL/P) /B300). 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.

- Correct installation and adjustment by a certified Brustor installer, and correct connection to the electricity network are the most important conditions for problem-free maintenance.
- Regularly check your patio cover for toys, bird nests, branches, leaves and other items that may get onto the upper structure. Remove these immediately, before they can cause damage.
- Clean the rain gutters on a regular basis to prevent clogging of the water drains.
- When servicing your Outdoor Living, always turn off the automatic controls.
- Do not sell on dikes, banks, ... (sand influence).
- To ensure a long lifespan of the LED strips, it is recommended to leave the LED lighting on for at least 1 hour every day 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

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.

SCREENFABRICS 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 detergent 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.