



2025

Limited Warranty

Effective May 5, 2025

DEAR AWNING & SCREEN OWNER!

CONGRATULATIONS on your new purchase! We would like to thank you for choosing SUNAIR® for your shading needs. You will find that your new awning or screen will give you many years of satisfactory service. Proudly manufactured in the USA, your awning and screen frame are covered by the following limited warranty.

15 year Limited Frame Warranty: Models: Sunair® & Suntime®
8 year Limited Frame Warranty: Model: Sunstar®
5 year Limited Frame Warranty: Models: Maxi, Combi, Sunchoice® Elite.
Solharo®, Mastershade® screens, and canopies.

SUNAIR® (Awnings Unlimited Inc.) warrants the above specified “Frames” for a period of five (5) to fifteen (15) years from the date of original purchase (See above designated warranty period for each system type.) The paint/ finish on all models is warranted for five (5) years from original purchase. The motors and electronics are warranted for five (5) years from original purchase by the manufacturers of these products. Acrylic and vinyl fabrics are warranted for five (5) to ten (10) years by the manufacturer of these fabrics (Depending on type of fabric). LEDs are warranted for two (2) years. See separate manufacturers’ limited warranties for fabric, motors, and electronics.

Under this limited warranty, SUNAIR® warrants to the original purchaser “customer” but not a third party that the frame be free from defects in workmanship and materials under normal and proper use during the warranty period. Under this warranty, SUNAIR® agrees to repair at our facility or replace free (at our option) any aluminum hardware or component part, not including labor costs and any “in the field” labor related to the repair, freight (to and from). Any defect must be reported within the warranty period listed above and approved by SUNAIR®. Any item replaced under warranty does not extend the warranty period.

WARRANTY EXCLUSIONS.

Normal wear and tear is not covered by this warranty (See product specific and additional warranty exclusions and care and maintenance instructions below). SUNAIR® assumes no liability for damage due to faulty installation, reinstallation, service, altered parts, addition of non Sunair manufactured parts, failure to adhere to pitch requirements as set forth in the OEM / SUNAIR® installation manuals, use or misuse for which the product was not intended or improper maintenance and cleaning, whether routine or otherwise. SUNAIR® is not liable for damage to any structure to which the product is attached, or to property above or near the product. This warranty does not cover any damage to the product or structure caused by nature such as acts of God, ice, snow, rain, high winds, gales, hurricanes, tornadoes, vandalism, neglect, fire, use of which the equipment is not intended, weights or loads allowed to accumulate, dents, scratches, weather soiling/stains from environmental pollution, degeneration due to saltwater corrosion, or normal wear and tear from use. This warranty is in lieu of all warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose. SUNAIR® will not be liable for any consequential or incidental damages, or injuries arising from an alleged breach of this limited warranty. This warranty gives specific legal rights, and you may also have other rights that may vary from state to state. Purchaser shall defend, indemnify, and hold SUNAIR®, Awnings Unlimited Inc, or SUNAIR® WEST harmless against all claims, suits, proceedings, losses, liabilities, and damages (Including costs expenses and reasonable attorney’s fees) asserted by third parties against the Purchaser which arise out of any act or omission that constitutes a breach of purchaser’s warranty hereunder. Should a dispute arise under this warranty, it will be governed by the laws of the state of Maryland, and any action to enforce this warranty must be initiated in Howard County, Maryland. This warranty is null and void if the system is sold, serviced, or repaired by an unauthorized dealer or service outlet. Further, this warranty is null if the product is not fully paid for in a timely manner according to payment terms, or proof of purchase cannot be provided (ie. Invoice or receipt from an authorized SUNAIR® dealer).

Over.

PRODUCT SPECIFIC WARRANTIES AND OTHER EXCLUSIONS:

SPECIFICALLY EXCLUDED PRODUCTS: Pergola® Awnings by Pratic, “Market Stock” awnings, and Sunchoice® Classic, and Awning assist braces are excluded from this warranty (see separate warranty information for these products). Fabric sent in to be treated with “Flame coat” to become fire retardant is not warranted by Sunair and is subject to the manufacturer’s warranty who applied the coating and provided the certificate. Heaters are sold as “supply:” only. Heaters provided by Sunair are also excluded and Sunair does not warranty heaters and their performance (Contact the heater manufacturer directly). Fabric, motors, and electronics are not covered by this warranty. See separate manufacturers’ limited warranties for fabric, motors, and electronics.

SOLHARO® The cable / Hi-Tec rope is warranted for 2 years from original installation. The cables and tension rollers will require annual inspection and lubrication.

SCREENS: If unit is motorized, monitor the screen during operation. Cabled screen fabrics can get wrinkles or folds in the fabric naturally over time and due to wind and when retracting and lowering. Such wrinkles are not covered by this warranty. If the screen has clear film windows, do not operate if the temperature is below 45 degrees or very hot. Units with solid fabric and windows will require periodic inspections by the owner to make sure the fabric and zipper do not stick. The windows may cloud up or become foggy over time within the warranty period or prior to the rest of the fabric becoming unserviceable. The “clear plastic windows” are not covered under this warranty. In addition, any shrinkage of the screen fabric due to added heaters and use of heaters is not covered. Do not allow the fabric to stay rolled up for long periods of time without airing them out. Do not roll the fabric up wet. If rolled up wet, allow the fabric to dry out as soon as possible. Wind damage is not covered under this warranty. Wind can also pull the zipper out of the track. If wind pulls the zipper out of the track, the zipper will need to be re-inserted which is not covered by this warranty. Make sure caulking if used is inspected annually to make sure it is keeping a seal and not cracking See separate “Operating” instructions for the SC2500, SC2200 and SC4500 exterior zipper screen systems. To clean the windows if configured, use warm water and dawn soap and a soft cloth. It is not recommended to use wind sensors for zipper screens. The use of automatic sun and wind sensors for zipper screens accelerates wear and can cause damage. Any such damage from automatic sun and wind sensors are not covered by this warranty.

AWNING ASSIST BRACES: Awnings equipped with the optional Awning Assist Braces are not warranted against wind, rain and inclement weather. These are optional products the buyer can add and SUNAIR® does not warranty its use or warranty any damage to the awning, building, awning frame or installation as a result of their use. Awning with automatic sun and wind sensors will need to be disabled before using these products.

RETRACTABLE AWNINGS & SCREENS: Be mindful that all SUNAIR® products are designed primarily for sun protection. Your retractable awning or screen should be in a retracted position when you are not on the premises. The product should not be extended during high winds, snow, or rainstorms as damage to the awning and building can occur. Even light rain can accumulate and damage the frame and fabric, especially when the awning is installed on a shallow pitch. Sun and wind controls only offer extra protection and are not a guarantee against damage. Systems fitted with sun and wind sensors that are damaged by wind are not covered under this warranty. Some units require a “center support” to cradle the roller tube. This center support cradle may discolor the fabric over time. This is considered normal wear and tear and is not covered by the warranty. The use of automatic sun and wind sensors accelerates this wear and tear which is not covered by this warranty. Make sure the fabric always rolls from the top of the roller tube so as not to get damaged by the center support. Allowing the fabric to roll completely off the roller tube and back up underneath, will tear the fabric. If installation is near salt water, please wash the awning at least once a month with fresh water. Motors do not require any maintenance. The motor is installed inside the roller tube. Should the motor get out of adjustment, do not re-set the motor limit switches yourself, notify your SUNAIR® awning dealer. Proper care and maintenance are important if the maximum life of the product is desired. Routine care is simple but certain recommended procedures should be followed. For extended storage periods, make sure your awning is dry and free of debris before retracting to prevent possible mildew. If the awning or screen is retracted while the fabric is wet, extend the shade out after the rain to dry. Remove bird’s nests from the frames as the birds can destroy the fabric. If an awning is installed in a wind exposed area, the valance should be removed and stored separately. Unscrew one front bar end cap, loosen fabric locks on both ends and slide the valance out. Acrylic fabric should be cleaned regularly with a soft brush before substances such as dirt and roof particles become imbedded in the fabric. Most fabrics used today can be cleaned with mild detergent. You must check with your dealer for separate care and cleaning instructions for your fabric. Roof mounted awnings, or awnings installed on EFIS/Stucco should be inspected annually to make sure any caulking is keeping a seal and not cracking. Replace any worn caulking. **Warning!** Retractable lateral Arm Awnings and drop arm awnings have spring-loaded arms. To prevent injury, do not attempt to fix these awnings (Call your authorized SUNAIR® dealer). **Returns for repairs or replacement:** No returns will be accepted without prior written authorization by SUNAIR®. A Return Authorization number issued by SUNAIR must accompany all returns, and all unauthorized returns will be refused. The return shipment must be freight prepaid by the buyer, and under no circumstances shall the buyer deduct the value of the returned merchandise or the freight from any remittance due.

THIS WARRANTY IS VOID IF AWNING IS NOT REGULARLY MAINTAINED AND CLEANED

To receive warranty service, contact the Sunair dealer from whom the system was purchased, or write to:



SUNAIR® East
AWNINGS UNLIMITED INC.
P.O BOX 1068
JESSUP, MD 20794
(410) 799-1145

SUNAIR® West Inc.
P.O Box 1062
Jessup, MD 20794
(602) 272-3920

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