



Sunesta Warranty

Congratulations, your Sunesta® warranty is now registered based on the information you have provided. Print and safely store this warranty information for future reference with a copy of original receipt or invoice.

Effective for purchases after 3/1/2025.

Products and Limited Warranty Term Sunesta Products Installed in Residential Applications

PRODUCTS:

**The Sunesta™, The Sunstyle™, The Sunlight™, The Sentry™, The Sunroll™,
The Sundrop™, The Sunbrero™, The Sunplus™**

WARRANTIED COMPONENTS AND LENGTH:

The Products are made up of four distinct components: the frame, arms, fabric and motor.

Frame (roller tube, arms, shoulders, install bar, cassette, hood, rails, fall bar and assembly brackets)

- a. Sunesta, Sunstyle, Sunlight and Senty: LIFETIME Limited Warranty, where lifetime means the life of the Product.
- b. Sundrop, Sunbrero, Sunroll, and Sunplus: FIVE (5) years against becoming unserviceable because of defects in material or workmanship. Any wear, discoloration, or damage from roller tube or cassette seam support will not be covered under manufacturer warranty.

Arms (lateral extension arms)

- a. Sunesta: LIFETIME Limited Warranty, where lifetime means the life of the Product.
- b. Sunstyle: FIFTEEN (15) YEARS from the date the Limited Warranty begins.
- c. Sunlight: TWELVE (12) YEARS from the date the Limited Warranty begins.

Fabric TEN (10) YEARS

Motor TEN (10) YEARS from the date the Limited Warranty begins

Limitations:

- a. The following components of the motor are covered only for FIVE (5) YEARS from the date the Limited Warranty begins: controls, switches and electronic accessories.
- b. The battery that is contained within the motor is not covered by the Limited Warranty.

PLEASE KEEP A COPY OF THIS LIMITED WARRANTY AND A COPY OF THE ORIGINAL RECEIPT FOR FUTURE REFERENCE AND WARRANTY CLAIMS.

Sunesta Limited Warranty

Subject to the terms and conditions of this limited warranty, Southeastern Metals Manufacturing Co. ("Sunesta") extends a limited warranty to the original purchaser ("Purchaser") for the provision of replacement parts as a result of manufacturing defects for the product(s) identified in Table 1 attached hereto ("Products") that are installed in residential/multi-family application (personal, family, or household use) and subject to normal use and maintenance in the United States. All repairs of Products covered under this limited warranty ("Limited Warranty") must be made with authorized service parts and by a licensed service provider. You must pay any repair charges and associated charges not covered by this warranty. Improper or incorrect repair that causes damage to the Products may void this warranty. The foregoing warranty will not apply to any Commercial uses of the Products. "Commercial applications" shall mean any application other than for personal, family, or household use.

This limited warranty applies only to Products manufactured on or after March 1st, 2025.

This Limited Warranty can also be found online at <https://sunesta.com/warranty-registration/>. We limit the duration and remedies of all implied warranties, including without limitation the warranties of merchantability and fitness for a particular purpose to the duration of this express Limited Warranty. Some states do not allow limitations on how long an implied warranty lasts, so the limitations expressed here may not apply to you. Please read the limited warranty in its entirety for more information. The Limited Warranty Term: Table 1 (attached hereto) contain the Limited Warranty terms for each Product.

The Commencement Date of this Limited Warranty term shall be the date that the original installation is complete, and all Product are in working order as recorded on the installer's invoice, which includes all model and serial numbers of the installed Product(s). If the installation and start-up date was not recorded on the installer's invoice the Commencement Date of the Limited Warranty term shall be sixty (60) days after the factory manufacture date, as determined by the Product serial number. Proof of Product purchase and installation at the residence may be required to confirm the Commencement Date.

The installation of Product replacement parts under this limited warranty shall not extend the original warranty period. The warranty period for any Product part replaced under this Limited Warranty is the applicable warranty period remaining under the original Product warranty.

Registered Limited Warranty Term and Registration Requirements: If the Purchaser properly registers the Products online within sixty (60) days of the Commencement Date, the limited warranty term shall be extended to the Purchaser as stated in Table 1, attached hereto (the "Registered Limited Warranty Term"). Any Product not properly registered online by the Purchaser within sixty (60) days of the Commencement Date shall be subject to the base limited warranty term outlined above and in Table 1. To properly register online, go to: <https://sunesta.com> and click on "Register" or visit <https://sunesta.com/warranty-registration/>

Limited Warranty Transferability: The Limited Warranty on a Product is transferable from the Purchaser to a subsequent owner of the residence where the Product was originally installed provided the transfer is made within ninety (90) days from the date of closing on the sale of the residence and: (a) a transfer inspection of the Products has been successfully completed; or (b) the Products have been brought within manufacturer's standards. To transfer the Limited Warranty from the Purchaser to a subsequent owner, please call your local dealer or contact Sunesta at 1-800-SUNESTA and be prepared to provide the Product(s) serial number, installed address, and the closing date of the sale of the residence between Purchaser and subsequent purchaser. If the Product needs additional work by the Sunesta dealer to be brought within manufacturer's standards, the cost of such repairs must be paid and completed prior to the transfer of the Limited Warranty. Provided the limited warranty transfer is complete within ninety (90) days from the date of closing on the sale of the residence, the subsequent purchaser will retain the balance of the Limited Warranty term, if any, as measured from the Commencement Date.

How to Obtain Service: Call the authorized dealer who installed your Products or to locate a service provider in your area, who will provide service under this Limited Warranty, for Product(s) please visit: www.sunesta.com or call 800-SUNESTA to find an authorized dealer. The authorized dealer may request proof of Product purchase and/or installation, including installation address, in order to provide service and parts under the Limited Warranty.

What Company Will Do: As Sunesta's only responsibility and the Purchaser's only remedy under the Limited Warranty, Sunesta will furnish any replacement part to replace any Product part that fails due to a manufacturing defect under normal use and maintenance. If the Product part is not available, Sunesta will, at its option, provide a free suitable part or provide a credit in the amount of the then factory selling price for a new suitable substitute part to be used by the Purchaser towards the retail purchase price of a new Sunesta product. Any new Product purchase shall be at Purchaser's sole cost and expense including, but not limited to, all shipping, removal, and installation costs and expenses. ANY AND ALL FREIGHT AND LABOR COST FOR REMOVAL OR REINSTALLATION OF THE PRODUCTS AND/OR COMPONENTS OF THE PRODUCTS, INCLUDING PRODUCTS AND/OR COMPONENTS PROVIDED BY SUNESTA UNDER THIS

WARRANTY (SEE TABLE 1 FOR A LIST OF COMPONENTS) SHALL BE THE SOLE RESPONSIBILITY OF THE PURCHASER.

Eligibility Requirements: The following items are required for the Product(s) to be covered under the Limited Warranty:

- The Product(s) must be in the same location where they were originally installed.
- The Product(s) must be properly installed, operated, and maintained by an authorized service provider in accordance with the Sunesta Homeowner's Guide, which can be provided by your Sunesta dealer. Failure to conform to such specification and/or installation, operation, and maintenance instructions shall void this Limited Warranty.
- Company may request written documentation showing the proper preventative maintenance.
- All Product parts replaced by Sunesta under this Limited Warranty must be given to the authorized service provider for return to Sunesta.
- All claims under the Limited Warranty must be filed within 90 days of failure date and must be made within the Limited Warranty terms in Table 1.

Exclusions: The following are not covered by the Limited Warranty:

- Failures, defects or damage caused by:
 - Any third-party product, service, or system connected or used in conjunction with the Product(s);
 - Any use that is not designed or intended for the Product(s);
 - Modification, alteration, abuse, misuse, negligence, or accident;
 - Improper storage, installation, maintenance, or operation;
 - Any use in violation of the Sunesta Homeowner's Guide or other written instructions provided by Sunesta or its authorized dealer;
- Any acts of God including, but not limited to, fire, water, storms, lightning, earthquakes, theft, riots or any other unusual conditions affecting the Products;
- A corrosive environmental atmosphere or contact with corrosive material such as, but not limited to, chlorine, fluorine, salt, sulfur, recycled wastewater, urine, fertilizers, rust, or other damaging substances or chemicals;
- Any wear, discoloration, or damage from either the environment or the roller tube and/or cassette seams supports;
- Use in abnormal weather conditions, including, but not limited to, high winds, heavy rains, heavy snow or other similarly unusual weather events;
- Use of abnormal cleaning solutions, including, but not limited to, use of cleaning solutions other than water or mild soap on the fabric materials; and
- Any installation or use outside of the United States.
- Purchases of Products made on an uninstalled basis, whether direct, online or through a secondary or auction market. For installation, please contact an authorized dealer at 1-800-Sunesta or www.sunesta.com.

Additional Terms: THIS LIMITED WARRANTY AND LIABILITY SET FORTH HEREIN ARE IN LIEU OF ALL OTHER WARRANTIES AND LIABILITIES, WHETHER IN CONTRACT OR IN NEGLIGENCE, EXPRESS OR IMPLIED, IN LAW OR IN FACT. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE APPLICABLE PRODUCT WARRANTY. SUNESTA DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THE PRODUCT(S). NOTWITHSTANDING ANYTHING IN THIS LIMITED WARRANTY TO THE CONTRARY, COMPANY SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, AND/OR PUNITIVE DAMAGES, WHETHER BASED ON CONTRACT, WARRANTY, TORT, (INCLUDING, BUT NOT LIMITED TO, STRICT LIABILITY OR NEGLIGENCE), PATENT INFRINGEMENT, OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. COMPANY'S MAXIMUM LIABILITY HERE-UNDER IS LIMITED TO THE ORIGINAL PURCHASE PRICE OF THE PRODUCT(S).

No action arising out of any claimed breach of the Limited Warranty may be brought by the Purchaser (or any subsequent purchaser retaining the balance of a properly transferred limited warranty) more than one (1) year after the cause of action has arisen. The Limited Warranty gives you specific legal rights, and you also have other rights that vary from state to state. If this Product is considered a consumer product, please be advised that some local laws do not allow exclusions or limitations on incidental or consequential damages, or limitations on how long the Limited Warranty lasts, or how long an implied warranty lasts, so that the above limitations may not apply to you. Refer to your local laws for your specific rights under the Limited Warranty. If you have any questions regarding this limited warranty, please contact your original installation dealer, or any authorized dealer, should your original installation dealer no longer be available.

Phone: 1-800-SUNESTA Or visit our website at www.sunesta.com.

