



Warranty Information

2024

Rainier Shading
1760 Route 211 East
Middletown, NY 10941
(800) 501.3850

Version 5.24



2024 Rainier Model Warranty Details and Options

Model ⁴	Frame	Fabric	Motor	Finish ¹	Emerald Protection ²	Diamond Protection ³	All Weather Assurance ⁵
AWNINGS							
Olympus - all variants	lifetime	12	8	5	inc	\$75/arm	\$75/arm + \$219/unit
Summit	lifetime	12	8	5	inc	\$99/arm	\$99/arm + \$219/unit
Regal SC/FC	lifetime	12	5	5	inc	\$75/arm	\$75/arm + \$219/unit
Rainier	10	10	5	5	\$119/arm	\$159/arm	\$159/arm + \$219/unit
Shasta Drop Arm	10	10	5	5	\$109/unit	\$159/unit	\$159/unit + \$219/unit
EXTERIOR SCREENS							
RSS side retention screens - All variants	limited lifetime	15*	8	5	inc	\$229/unit	N/A
RSS cable guided Screens	limited lifetime	15*	8	5	inc	\$219/unit	N/A
INTERIOR SHADES							
Interior Roller Shades - all variants	10	10	5	5	\$65/unit	\$109/unit	N/A
LOUVERED ROOF							
Rainier Pinnacle	20	N/A	5	5	N/A	N/A	N/A

ALL warranties are to the original purchaser, are non transferable and no labor is included

**2024 DEALER
WHOLESALE**

¹ If unit is installed on the exterior within one mile of the ocean, finish is not covered - see our seashore installation care guide

² provides plus 2 years on the fabric, 3 plus years on the motor and electronics

³ provides lifetime coverage on fabric, motor & electronics

⁴ unit options at the original time of order follows the same coverage

⁵ this plan requires **Diamond Protection**

**ALL PRICES SHOWN ARE AT DEALER
COST - NO DISCOUNTS APPLY**



LIMITED PRODUCT WARRANTY

Retractable Awnings

We at Rainier stand behind our exceptional products with pride. Should any products purchased from Rainier become defective, we will replace or repair them free of charge under the following terms of our **limited warranty**:

AWNING FRAMEWORK WARRANTY

The frames on Rainier units are guaranteed to function free from defects in workmanship and materials, under proper use, and unmodified components for the following period from the original date of purchase (see exclusions):

Ten (10) years:

Rainier and Shasta models.

Limited lifetime:

Olympus, Summit and Regal models.

FRAME FINISH WARRANTY

On all products, our frame finish is guaranteed to be free of defects in workmanship and materials under proper use and no closer than 1 mile from the ocean, for five (5) years from the original date of purchase (see exclusions).

FABRIC WARRANTY

This limited warranty guarantees Sunbrella brand fabric from becoming unserviceable due to: loss of color or strength from normal exposure conditions, including sunlight, mildew, rot and atmospheric chemicals, for ten (10) years from the original date of purchase (see exclusions).

MOTOR WARRANTY

Motors are warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of (five) 5 years from the original date of purchase (see exclusions).

ELECTRONICS WARRANTY

All motor controls, switches and electronics are warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of five (5) years beginning from the original date of purchase.

WARRANTY EXCLUSIONS

LIMITED LIABILITY AND INDEMNIFICATION

Rainier will not be liable for any consequential or incidental damages or injuries arising from an alleged breach of this within limited warranty.

Rainier assumes no liability for damage to the awning system and/or component parts caused by faulty installation, re installation, service, or failure to adhere to pitch requirements, as set forth in the OEM and/or Rainier installation manual. Rainier is not responsible for damage to any structure to which the shading system is installed or attached, or to property or items located above, below or near the unit. Further, this warranty is void if the unit is sold, serviced, or repaired by any unauthorized dealer or service outlet. Purchaser shall defend, indemnify, and hold Rainier harmless against all claims, suits, proceedings, losses, liabilities, and damages (including costs, expenses, and reasonable attorneys' fees) asserted by third parties against the Purchaser that arise out of any act or omission that constitutes a breach of Purchaser's warranties hereunder.

FORCE MAJEURE

Rainier is not responsible to cover damage to the awning system or its components parts caused from acts of nature, such as hurricanes, gales, tornadoes, snow, sleet, heavy rain, heavy winds, hail, flooding, weights or loads allowed to accumulate on the unit, fire, or similar hazards.

ADDITIONAL EXCLUSIONS

Rainier is not responsible to cover the cost of damage due to vandalism, neglect, improper use, or neglect of care (or a combination of the foregoing), dents, scratches, degradation due to salt corrosion such as oxidation, rust, chipping or peeling of paint finish, or weathering occurring from normal use, or wear and tear (on all related products). Rainier also does not guarantee the performance of the unit if the components are modified in anyway by the dealer of the home/business owner. Other brands of fabric will offer a shorter period of coverage, see dealer for specific details.

This warranty is non transferable and does not cover labor costs and installation supplied by your dealer.



LIMITED PRODUCT WARRANTY

Power Screens

We at Rainier stand behind our exceptional products with pride. Should any products purchased from Rainier become defective, we will replace or repair them free of charge under the following terms of our **limited warranty**:

SCREEN FRAMEWORK WARRANTY

The frames, brackets and associated hardware on Rainier units are guaranteed to function free from defects in workmanship and materials, under proper use, and unmodified components under a limited lifetime warranty (see exclusions).

FRAME FINISH WARRANTY

On all products, our frame finish is guaranteed to be free of defects in workmanship and materials under proper use and no closer than 1 mile from the ocean, for five (5) years from the original date of purchase (see exclusions).

FABRIC WARRANTY

This limited warranty guarantees fabric from becoming unserviceable due to: loss of color or strength from normal exposure conditions, including sunlight, mildew, rot and atmospheric chemicals, for up to fifteen (15) years from the original date of purchase. If the unit has clear vinyl windows in the fabric, they are warranted as follows: ninety (90) days for standard grade, one (1) year for premium grade (see exclusions).

MOTOR WARRANTY

Motors are warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of eight (8) years from the original date of purchase (see exclusions).

ELECTRONICS WARRANTY

All motor controls, switches and electronics are warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of eight (8) years beginning from the original date of purchase.

WARRANTY EXCLUSIONS

LIMITED LIABILITY AND INDEMNIFICATION

Rainier will not be liable for any consequential or incidental damages or injuries arising from an alleged breach of this within limited warranty.

Rainier assumes no liability for damage to the screen system and/or component parts caused by faulty installation, re installation, service, or failure to adhere to pitch requirements, as set forth in the OEM and/or Rainier installation manual. Rainier is not responsible for damage to any structure to which the shading system is installed or attached, or to property or items located above, below or near the unit. Further, this warranty is void if the unit is sold, serviced, or repaired by any unauthorized dealer or service outlet. Purchaser shall defend, indemnify, and hold Rainier harmless against all claims, suits, proceedings, losses, liabilities, and damages (including costs, expenses, and reasonable attorneys' fees) asserted by third parties against the Purchaser that arise out of any act or omission that constitutes a breach of Purchaser's warranties hereunder.

FORCE MAJEURE

Rainier is not responsible to cover damage to the screen system or its components parts caused from acts of nature, such as hurricanes, gales, tornadoes, snow, sleet, heavy rain, heavy winds, hail, flooding, weights or loads allowed to accumulate on the unit, fire, or similar hazards.

ADDITIONAL EXCLUSIONS

Rainier is not responsible to cover the cost of damage due to vandalism, neglect, improper use, or neglect of care (or a combination of the foregoing), dents, scratches, degradation due to salt corrosion such as oxidation, rust, chipping or peeling of paint finish, or weathering occurring from normal use, or wear and tear (on all related products). Rainier also does not guarantee the performance of the unit if the components are modified in anyway by the dealer of the home/business owner. Other brands of fabric will offer a shorter period of coverage, see dealer for specific details.

This warranty is non transferable and does not cover labor costs and installation supplied by your dealer.



LIMITED PRODUCT WARRANTY LOUVERED ROOF

We at Rainier stand behind our exceptional products with pride. Should any products purchased from Rainier become defective, we will replace or repair them free of charge under the following terms of our **limited warranty**:

FRAME FINISH WARRANTY

On all products, our frame finish is guaranteed to be free of defects in workmanship and materials under proper use and no closer than 1 mile from the ocean, for twenty (20) years from the original date of purchase (see exclusions).

MOTOR WARRANTY

Motors are warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of (five) 5 years from the original date of purchase (see exclusions).

ELECTRONICS WARRANTY

All motor controls, switches and electronics are warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of five (5) years beginning from the original date of purchase.

WARRANTY EXCLUSIONS

LIMITED LIABILITY AND INDEMNIFICATION

Rainier will not be liable for any consequential or incidental damages or injuries arising from an alleged breach of this within limited warranty. Rainier assumes no liability for damage to the louvered roof system and/or component parts caused by faulty installation, re installation, service, or failure to adhere to pitch requirements, as set forth in the OEM and/or Rainier installation manual. Rainier is not responsible for damage to any structure to which the shading system is installed or attached, or to property or items located above, below or near the unit. Further, this warranty is void if the unit is sold, serviced, or repaired by any unauthorized dealer or service outlet. Purchaser shall defend, indemnify, and hold Rainier harmless against all claims, suits, proceedings, losses, liabilities, and damages (including costs, expenses, and reasonable attorneys' fees) asserted by third parties against the Purchaser that arise out of any act or omission that constitutes a breach of Purchaser's warranties hereunder.

FORCE MAJEURE

Rainier is not responsible to cover damage to the louvered roof system or its components parts caused from acts of nature, such as hurricanes, gales, tornadoes, snow, sleet, heavy rain, heavy winds, hail, flooding, weights or loads allowed to accumulate on the unit, fire, or similar hazards.

ADDITIONAL EXCLUSIONS

Rainier is not responsible to cover the cost of damage due to vandalism, neglect, improper use, or neglect of care (or a combination of the foregoing), dents, scratches, degradation due to salt corrosion such as oxidation, rust, chipping or peeling of paint finish, or weathering occurring from normal use, or wear and tear (on all related products). Rainier also does not guarantee the performance of the unit if the components are modified in anyway by the dealer of the home/business owner. Other brands of fabric will offer a shorter period of coverage, see dealer for specific details.

This warranty is non transferable and does not cover labor costs and installation supplied by your dealer.



Seashore Area Installations Require Extra Care

Installing outdoor shading products in areas where salt laden air is present requires extra care on the part of the owner. Salt air is extremely corrosive on all objects including “Non-Ferrous” metals like stainless steel and aluminum. Rainier incorporates the finest materials available based on the requirements for long performance and strength. The frame components are manufactured with a combination of aluminum, stainless steel and corrosion resistant carbon steel where high strength is required.

Salt corrosion is not covered under any Rainier warranty. You will increase the life expectancy of your shading system investment by following these special instructions as soon as the unit(s) are installed.

Shading systems exposed to salt air MUST be treated with the same care as would be given to a boat or other metal equipment in order to prevent accelerated salt environment as soon as the unit(s) are installed.

Please follow these steps for the special care that is required for Rainier exterior mounted shading units that will be exposed to a salt air environment:

- The framework and fabric should be washed monthly with a car wash type soap solution to clean off salt deposits. A simple hose end sprayer like Soap Jet works well.
- Rinse the frame and fabric with clean water and let the fabric dry in the extended position. In the spring and fall lubricate the moving parts with a penetrating Teflon lubricant. Super Lube aerosol is a good choice.
- For Zipper screens, the fabric should be fully retracted and the black side track inserts should be cleaned out monthly. Once the track inserts are fully dried, they should be sprayed down with a dry lube.

This simple preventative maintenance process will significantly extend life of your awning or exterior screen.

Salt corrosion is not covered under ANY Rainier warranty.

