



NuImage Awnings Product Warranty Information

Models Robusta, Vivista and all fixed window and door awnings

For over 25 years, awning products have been manufactured by Futureguard, a family owned and operated company, located in Auburn Maine. Our products are distributed nationwide by our NuImage Awning Dealer Network. Warranties are limited to products purchased from these authorized dealers.

5 Year Limited Framework Warranty

With framework and hardware, it is all about engineering testing and proven performance. NuImage frame components meet or exceed ISO 9001 and TUV standards. We proudly back this quality commitment with a **5 Year limited** framework warranty. This warranty includes all framework and hardware, but excludes any fabric, motors, electronic controls or labor. Please refer to the accompanying warranties for coverage on these items. Futureguard warrants to the *original purchaser* that the framework and hardware shall be free from defects in material and workmanship for 5 years. Under the warranty, Futureguard agrees to repair or replace if deemed defective (at it's sole discretion) any hardware or framework component. (*Commercial customers limited to 5 years*)

5 Year Fabric Warranty

This warranty covers the fabric and seams from becoming unserviceable, due to a loss of uniform color or strength from normal exposure conditions, including sunlight, mildew and atmospheric chemicals [for a minimum period of five years or longer if offered by the fabric manufacturer](#) . Futureguard warrants to the *original purchaser* that the fabric shall be free from defects in material, workmanship and Futureguard agrees to repair or replace fabric if deemed defective (at it's sole discretion) as listed below. Wear and abrasion from roller tube center supports on awnings where they are necessary due to size is not covered under warranty and is considered normal wear and tear. Replacement of the original fabric does not extend the fabric warranty coverage.

5 Year Motor Warranty

To describe the commitment to quality and performance of Somfy and Simu Motors, we must use words like strong, quiet, trusted and long lasting. Somfy and Simu backs this with a 5 year warranty. Futureguard warrants to the *original purchaser* that it's motors will be free from defects and perform to the standards applied in normal operations. This warranty covers the motor, crown, drive and cord from becoming unserviceable. All associated electronic Somfy and Simu sensors and controls will be covered for five years from date of installation.

Futureguard agrees to repair or replace motor if deemed defective (at it's sole discretion) as listed below. Replacement of the original motor does not extend the motor warranty coverage.

Warranty Exclusions

Labor costs are not included with the repair or replacement of any covered parts. Futureguard assumes no liability for damage due to faulty or improper installation, use or misuse for which this product was not intended or improperly maintained. Futureguard is not liable for damages to any structure on which the awning was installed, or to property above, below, or near the awning. This warranty does not cover damages to the awning caused by acts of God, rain, ice, snow, wind, vandalism, fire, neglect, weights or loads hung from the awning, salt water corrosion, unauthorized service or adjustment 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. Futureguard is not liable for any incidental or consequential damages. This warranty gives specific legal rights and you may have other rights from state to state.

The following are specific exclusions from motor warranty:

- If usage, adaptation installation and wiring of the electrical connections are not in accordance with our installation and operating instructions.
- If the product has been opened, dismantled or returned with clear evidence of abuse or other damage.
- If equipment is used with electrical accessories (switches, relays, etc.) that have not been purchased from the manufacturer.
- If equipment has been affected by weather, improper current or electrical spike.

Futureguard Building Products
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