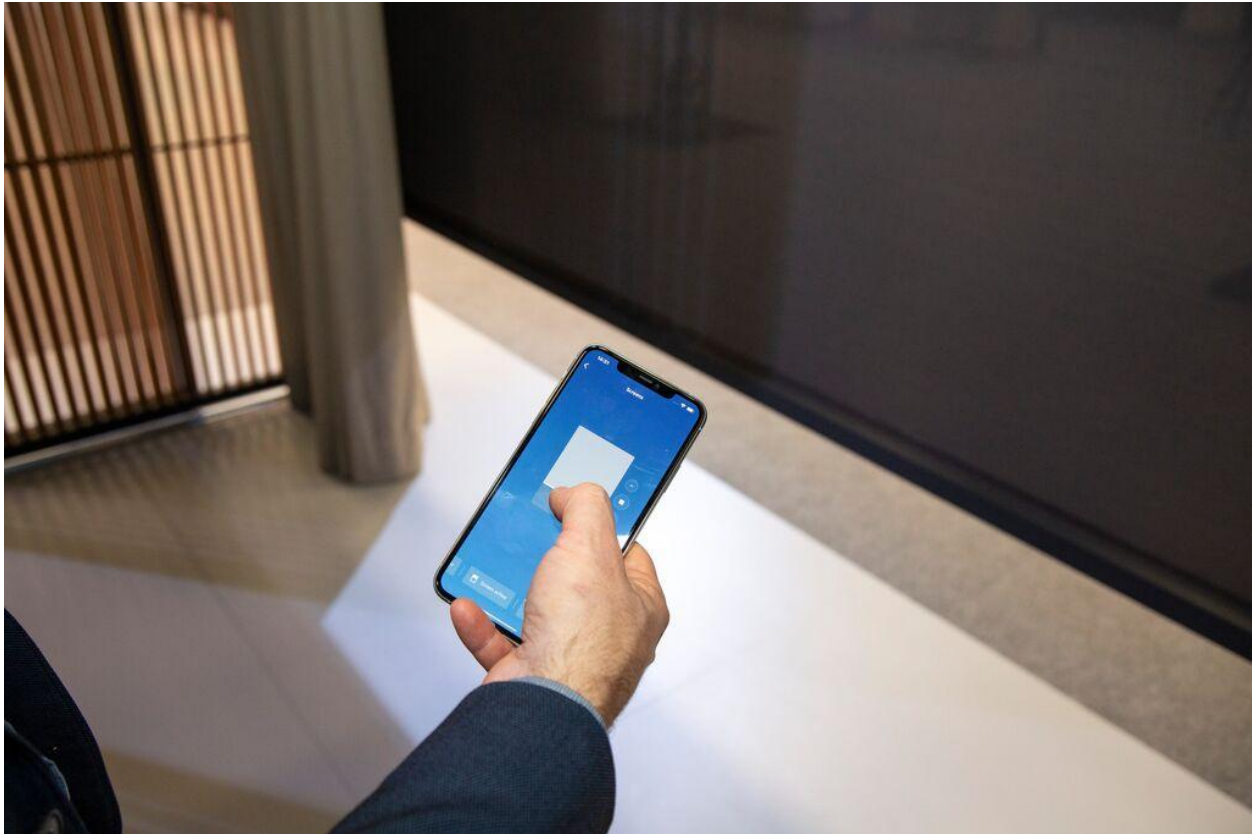




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AUTOMATION & CONTROL

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NEWSLETTERS 2026

03.2026 - Tarifa por hora de los técnicos

Para seguir garantizando nuestra calidad y mantener nuestro servicio al más alto nivel, hemos ajustado la tarifa por hora de nuestros técnicos. La nueva tarifa es de **65,00 € por hora**, en lugar de 56,50 €.

Este ajuste nos ayuda a seguir invirtiendo en técnicos bien formados, herramientas modernas y un servicio en el que puede confiar tanto hoy como en el futuro.

[Volver al índice](#)

03.2026 – Gastos de transporte del Servicio Outdoor

Nos gustaría recordarles que, desde enero de 2026, se aplican las mismas tarifas de transporte a los casos del Servicio Outdoor de pago que a los de Ventas.

[Volver al índice](#)

03.2026 – ¿Por qué un caso de servicio?

Como técnicos, preferimos resolver los problemas de inmediato. Esto solo es posible cuando se dispone de todas las piezas.

Con un **fichero de servicio complementado** o un **juego estándar de piezas de repuesto**, se evitan desplazamientos adicionales, cambios de programación y pérdidas de tiempo en las instalaciones del cliente.



¿Cómo funciona exactamente?

Cada vez que sustituya una pieza en las instalaciones de un cliente, debe crear un **pedido o solicitud de servicio** en RIO para el proyecto del cliente. La pieza utilizada se vuelve a pedir automáticamente y el historial se mantiene correcto.

--> ¿Sigue el pedido original en garantía?

Entonces recibirá una pieza en garantía. En cuanto recibamos la pieza defectuosa, se le abonará el importe.

--> ¿Ha caducado la garantía?

Entonces recibirá una pieza de pago. La garantía de la nueva pieza comienza a partir de la fecha de la factura. De esta forma, su administración y el seguimiento de la garantía se mantienen claros, y su caja de servicio permanece completamente abastecida.

Cuánto tiempo puede permanecer una pieza en mi coche?

No hay ningún problema. Una pieza puede permanecer en su caja de servicio durante mucho tiempo; **no** pierde su garantía. La garantía solo comienza una vez que la pieza se instala finalmente en las instalaciones del cliente.

Solicite su caja de servicio fácilmente a través de estos números de artículo en RIO:

Piezas IO: 6357

Piezas RTS: 261

Piezas RTS USA: 263

[Volver al índice](#)

01.2026 - Proceso de devolución simplificado

Desde enero de 2025, ya no es necesario que envíe las devoluciones usted mismo. Hasta ahora, nuestro departamento de atención al cliente siempre solicitaba las medidas, pesos y datos de contacto para gestionar su devolución con DHL. Según nuestros comentarios, esto causaba trámites adicionales y retrasos, algo que, por supuesto, queremos evitar.

Por eso, estamos cambiando a una dirección de **devolución estándar y datos de devolución fijos**. Para garantizar que todo se procese correctamente, le rogamos que complete el formulario a través de [este enlace](#).

Esto nos permitirá agilizar considerablemente el proceso de devolución, tanto para usted como para nosotros. La política de devoluciones actual se mantiene sin cambios:

¿Qué es importante del PDF?:

Renson Service Return Policy

At Renson, we may ask customers to return certain defective parts for further analysis or additional processing. This analysis allows us to determine warranty eligibility accurately and decide whether a credit note will be issued or a replacement part will be provided.

To facilitate this process, we will send you a return label, which must be clearly affixed to the outside of the package containing the material being returned. The package should be properly packaged for safe transit. This return label is essential for the process to run smoothly.

Please note the following:

- **No credit note will be issued for goods that are not returned correctly.**
- **No credit note will be issued for goods returned in error, without a return label, or with an incorrect return label.**

Steps to complete a return:

1. Initiate the return process:
 - Renson will create a return label and initiate the return process via DHL.

- The customer must attach the return label to the outside of the package and book a pickup time using the link provided via email.
 - For detailed instructions on using the DHL link, [click here](#)
2. Return the defective goods:
- Defective goods can be returned free of charge within their warranty period, as long as the DHL link is used within **89 days**.
 - If the pickup is not arranged within 89 days using the provided link, the customer will need to arrange the return at **their own expense**.
3. Return period:
- Returns will be accepted up to a **maximum of 9 months** from the date the return label is created.
4. Warranty conditions:
- If the defect is determined to be caused by customer error, external factors, or incorrect use, the warranty will no longer apply.
 - If the returned goods are found to be in working order and not defective, no warranty coverage will be provided.

If you have any questions about this process, please contact us for assistance.

[Volver al índice](#)

NEWSLETTERS 2025

12.2025 - Receptor de calefacción RTS regulable

Importante: ¡El proveedor Somfy ha retirado recientemente el receptor de calefacción RTS regulable de su gama de productos! Como resultado, ahora se aplican las siguientes directrices en RIO:

- Países en los que Somfy io está legalmente permitido:
- Para configuraciones con Lineo Heat o Heat Beam y un receptor de calefacción deseado, la automatización solo es posible a través de Somfy io. En ese caso, se proporciona automáticamente un receptor de calefacción Somfy io regulable. ¿La configuración no incluye un receptor de calefacción? Entonces sigue siendo posible elegir entre Somfy RTS y Somfy io.



- Países en los que solo Somfy RTS está legalmente permitido.
- Para configuraciones con Lineo Heat o Heat Beam y un receptor de calefacción deseado, seguimos proporcionando un receptor de calefacción RTS regulable. Todavía disponemos de un stock limitado de estos y los utilizamos específicamente para países en los que RTS es obligatorio.

[Volver al índice](#)

08.2025 - Hand transmitter io: 16-channel

As with Somfy RTS, a 16-channel handheld transmitter is now also available for io.

This hand transmitter is called **Ysia Patio** and is available in two colours (white + anthracite) and can be selected during the configuration of your patio cover. If 5 channels are not enough to control all the features in your patio cover, this new 16-channel hand transmitter is the ideal solution. It is easier to configure and does not require a charging station, unlike the Nina.



Of course, you can still easily control all the features in your patio cover via the Renson Connect App on your smartphone in combination with the Tahoma Switch.

[Volver al índice](#)

04.2025 - Controles para motores disponibles a través de RIO

Descubra nuestros nuevos controles para motores Somfy (RTS o io), ahora disponibles para pedido directo a través de la plataforma RIO.

Puede seleccionar entre kits completos o controladores individuales sin fuente de alimentación. Gracias a las descripciones detalladas y a las imágenes asociadas, podrá identificar fácilmente la opción más adecuada para su proyecto.

Consulte a continuación la descripción completa de cada opción.

 **Product basket**

 Upload B2C configuration

1 - Motorcontrol Somfy io 2.0 Frost off - complete set 5417	1	...
2 - Motorcontrol Somfy io 2.0 Frost off - excl power supply 34944	Set 1	...
3 - Motorcontrol Somfy io 2.0 Frost on - complete set 5581	1	...
4 - Motorcontrol Somfy io 2.0 Frost on - excl power supply 34845	1	...
5 - Motorcontrol Somfy RTS - complete set 316 (S6021022)	1	...
6 - Motorcontrol Somfy RTS - excl power supply 1540 (G6021020)	1	...

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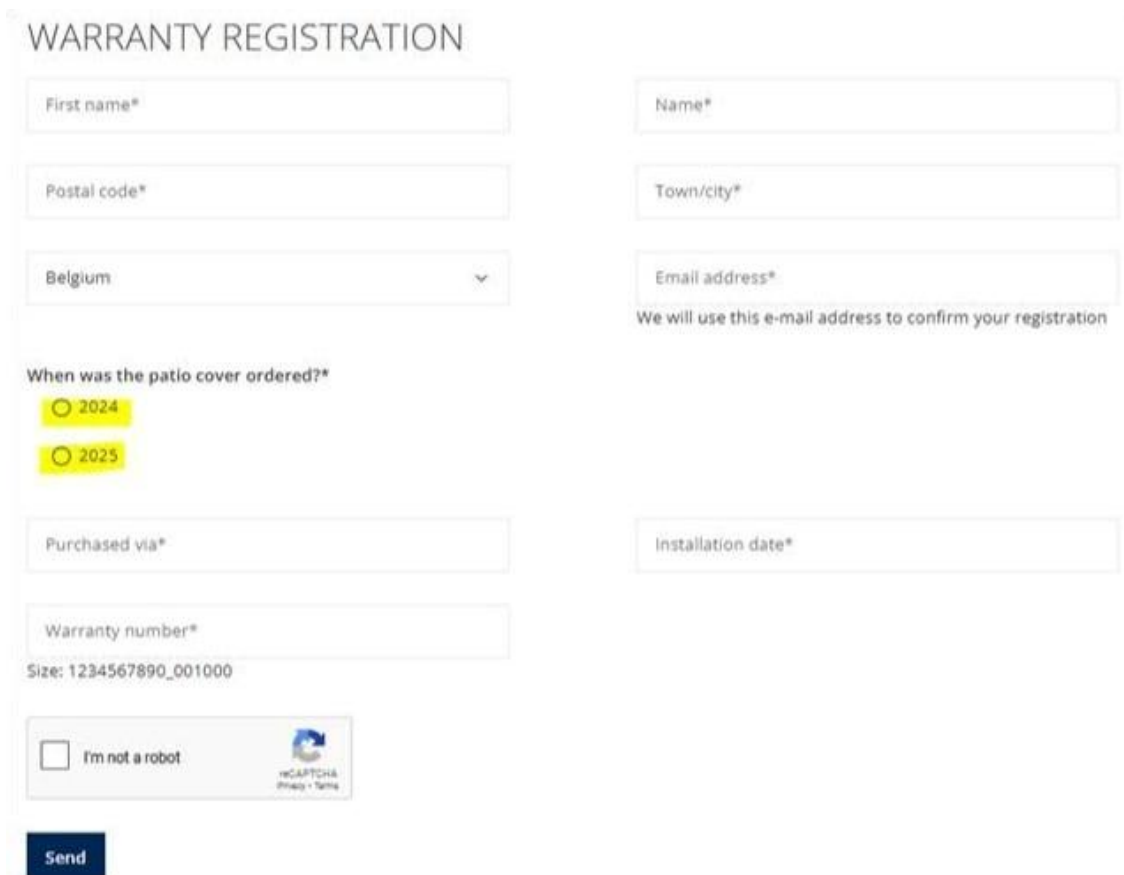
02.2025 - Garantías Outdoor: nuevo procedimiento de registro

¡Buenas noticias! Desde enero de 2025, el procedimiento de registro para la garantía de nuestras pérgolas o cubiertas se ha simplificado enormemente.

¿Cuál es el procedimiento?

El cliente final debe seguir registrando su estructura a través del formulario de contacto en línea de nuestro sitio web: <https://renson.net/qrcode/warranty>. Allí se ha añadido una selección adicional para comprobar si se trata de una estructura de 2024 o 2025.

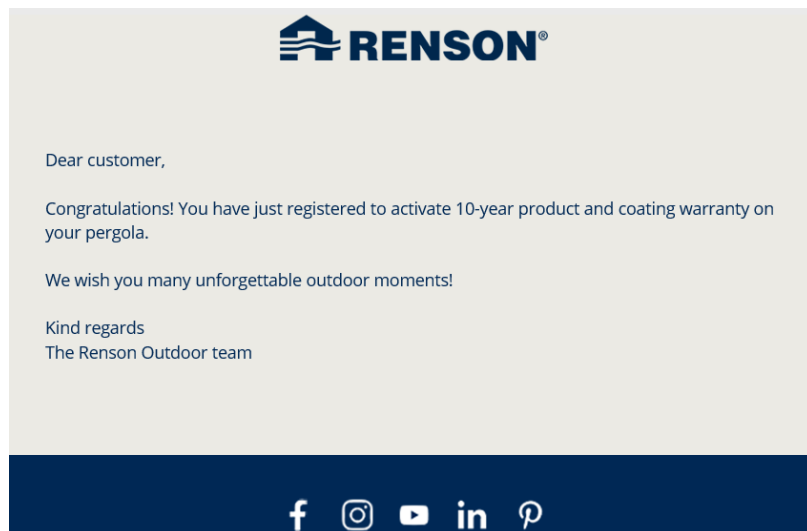
- *Pedidos de 2024:* el procedimiento antiguo sigue activo y recibirá un cupón con un código para recibir un set de mantenimiento gratuito.
- *Pedidos de 2025:* ¡ya no se necesita el antiguo cupón con código! El set de mantenimiento se incluye automáticamente con su estructura durante la instalación.



The screenshot shows a 'WARRANTY REGISTRATION' form with the following fields and elements:

- First name*** (text input)
- Postal code*** (text input)
- Belgium** (dropdown menu)
- Name*** (text input)
- Town/city*** (text input)
- Email address*** (text input) with a note: "We will use this e-mail address to confirm your registration"
- When was the patio cover ordered?*** (radio buttons for 2024 and 2025, both highlighted in yellow)
- Purchased via*** (text input)
- Installation date*** (text input)
- Warranty number*** (text input) with a note: "Size: 1234567890_001000"
- I'm not a robot** (checkbox) and a reCAPTCHA logo.
- Send** (blue button)

El cliente final recibirá un correo electrónico de confirmación tras completar el registro.



[Volver al índice](#)

02.2025 - Política de devoluciones de Renson Service

En el caso de algunas piezas defectuosas, le pedimos que nos las devuelva para que podamos realizar un análisis más profundo o un procesamiento adicional de las mismas. Sobre esta base, podremos determinar correctamente la garantía y decidir si se puede emitir una nota de crédito o entregar una pieza nueva.

Para facilitar la tramitación de estas devoluciones, le rogamos que lea detenidamente la política de devoluciones que figura a continuación y la siga para cualquier devolución.

¿Qué es importante del PDF?:

Renson Service Return Policy

At Renson, we may ask customers to return certain defective parts for further analysis or additional processing. This analysis allows us to determine warranty eligibility accurately and decide whether a credit note will be issued or a replacement part will be provided.

To facilitate this process, we will send you a return label, which must be clearly affixed to the outside of the package containing the material being returned. The package should be properly packaged for safe transit. This return label is essential for the process to run smoothly.

Please note the following:

- **No credit note will be issued for goods that are not returned correctly.**
- **No credit note will be issued for goods returned in error, without a return label, or with an incorrect return label.**

Steps to complete a return:

5. Initiate the return process:

- Renson will create a return label and initiate the return process via DHL.
- The customer must attach the return label to the outside of the package and book a pickup time using the link provided via email.
- For detailed instructions on using the DHL link, [click here](#)

6. Return the defective goods:

- Defective goods can be returned free of charge within their warranty period, as long as the DHL link is used within **89 days**.

- If the pickup is not arranged within 89 days using the provided link, the customer will need to arrange the return at **their own expense**.

7. Return period:

- Returns will be accepted up to a **maximum of 9 months** from the date the return label is created.

8. Warranty conditions:

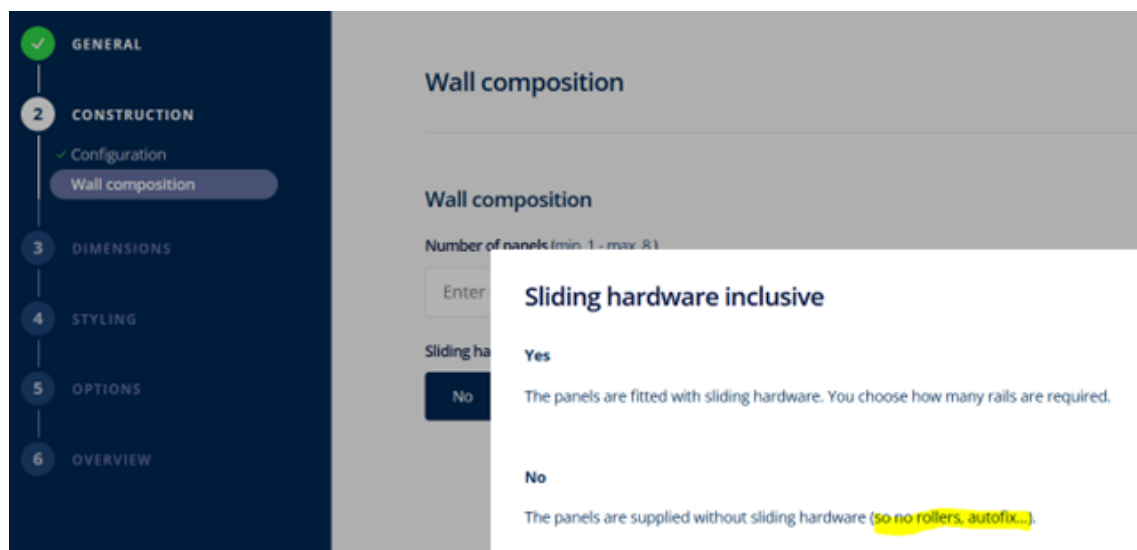
- If the defect is determined to be caused by customer error, external factors, or incorrect use, the warranty will no longer apply.
- If the returned goods are found to be in working order and not defective, no warranty coverage will be provided.

If you have any questions about this process, please contact us for assistance.

[Volver al índice](#)

01.2025 - Textos de ayuda de RIO

Nos gustaría recordarle de nuevo la importancia de los textos de ayuda en RIO, que pueden aclarar más su configuración. Por ejemplo, si configura Outdoor Loggias a medida y no especifica ningún herraje deslizante, solo pedirá el panel (sin herraje deslizante). Entonces, tendrá que proporcionar usted mismo todos los herrajes deslizantes (rieles, sistemas de rodillos, topes...). Por favor consulte siempre el signo de interrogación para obtener las explicaciones adicionales necesarias durante su pedido.



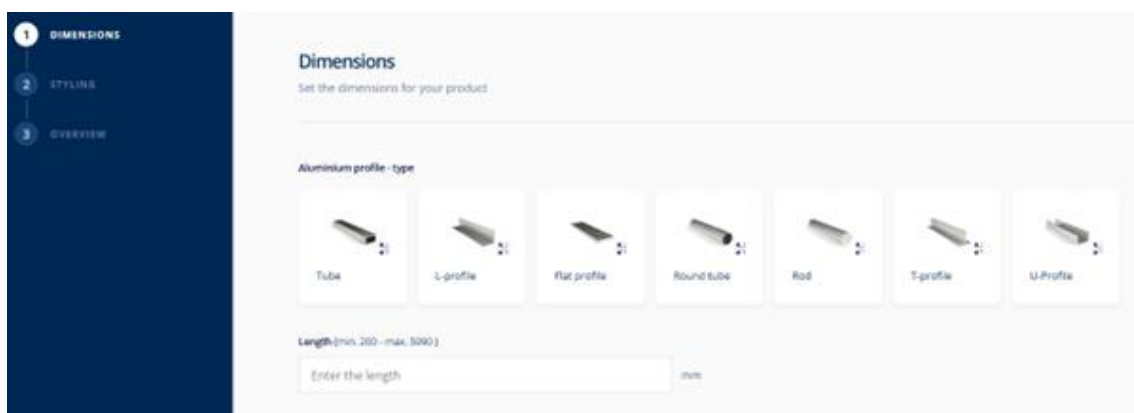
[Volver al índice](#)

01.2025 - Pida perfiles independientes

A partir del 1 de febrero, será posible pedir en RIO los perfiles estándar, tal y como se incluyen en la lista de precios de productos Outdoor (pág. 53). Estos perfiles se pintan inmediatamente en el color de la pérgola y se entregan juntos. Esto le permite terminar su proyecto de forma rápida, sencilla y con un resultado estupendo.

Standard aluminium profiles

CONFIGURE



The screenshot shows a web interface for configuring aluminium profiles. On the left is a dark blue sidebar with three numbered steps: 1. DIMENSIONS (selected), 2. STYLE, and 3. OVERVIEW. The main content area is titled 'Dimensions' with the subtitle 'Set the dimensions for your product'. Below this, there's a section 'Aluminium profile - type' with seven options, each with a small image and a label: 'Tube', 'L-profile', 'Flat profile', 'Round tube', 'Rod', 'T-profile', and 'U-Profile'. At the bottom, there's a 'Length (min. 200 - max. 5000)' label and a text input field with the placeholder 'Enter the length' and a unit 'mm'.

[Volver al índice](#)

NEWSLETTERS 2024

12.2024 – Garantía Outdoor 2025

A partir de 2025, los diferentes periodos de garantía para pérgolas, accesorios y componentes se simplificarán. La garantía de producto de Lapure pasará de 5 a 10 años. Así todas las pérgolas, desde Amani hasta Lapure, tendrán la misma garantía de producto de 10 años.

La garantía de los sensores Somfy será de 5 años. La adherencia, el color y el brillo de la pintura también tendrán una garantía de 10 años. **Por lo tanto, a partir de 2025, hablaremos de una garantía general de producto y pintura de 10 años tras el correspondiente registro.**

Información del producto: Información general y garantía

El proceso de registro también será mucho más sencillo.

El cliente final seguirá recibiendo un set de mantenimiento gratuito, que ya no se gestionará mediante un código, sino que se enviará automáticamente con la pérgola. El procedimiento hasta ahora complejo para usted, como distribuidor o embajador de Renson, se elimina por completo. A partir de este momento, únicamente se requiere que el cliente final registre su producto mediante un formulario de contacto disponible en nuestro sitio web.

[Volver al índice](#)

12.2024 - Funcionamiento del sensor de lluvia

What if the rain sensor on my bladed roof does not respond correctly or does not respond at all? There are several possible causes of this. The document below thoroughly explains the steps to check.

¿Qué es importante del PDF?:

Problem 1: The rain sensor doesn't work properly

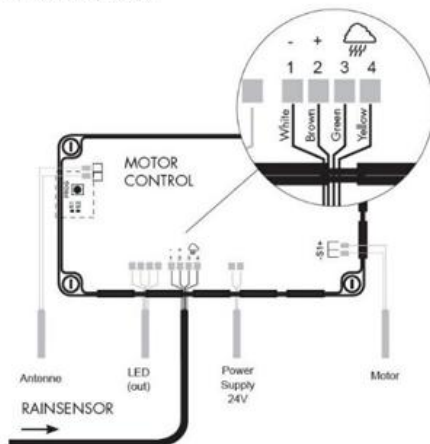
Solution: The rain sensor must be connected to one of the controls.

- You can then test the rain sensor by placing your hand on the sensor.
- The roof should move (close) after a few seconds.
- After 30 sec., the surface area of the sensor should be noticeably warmer.
- Release the sensor.
- The sensor should also cool down again, if it remains hot, it also means that it is defective and it may be that it always indicates that it is raining even though it is definitely dry.

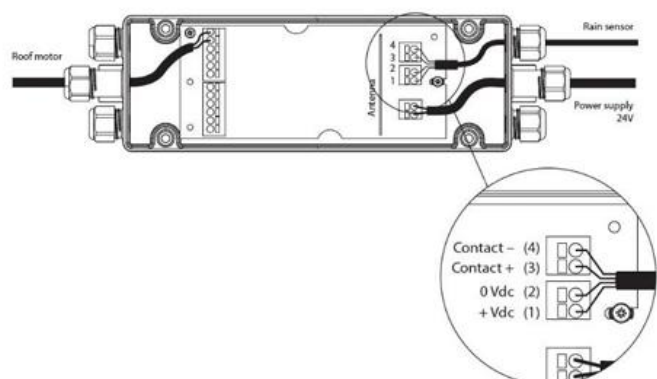
Problem 2: The blades stay open when it rains

1. You must open the printed circuit board for the motor to do this. Only executable by a professional installer!

RTS control



io control



2. Make sure the motor direction is correctly programmed

If you press the up arrow, the roof must open; if you press the down arrow, the roof must close. If this is the other way around the roof will open when it rains!

Do not forget to program the snow position, this must be done when programming the motor control box during initial installation (see installation manual). It is also possible to program a favourite position using the “My” button. If this is not possible something went wrong and you need to reprogram the motor control box.

3. **Check to see if the rain function has been temporarily neutralised**

It is possible that the rain function was temporarily neutralised by overruling the rain sensor by giving a manual command using the Situo remote control.

Manual overruling the rain function will have following effect: If there is moisture or rain (can also be due to touching), the rain sensor will send a signal to shut the blades. If you want to manually reopen the closed roof while the sensor is still wet using the Situo remote control, the rain function is temporarily deactivated.

The rain function will be automatically reactivated after the rain sensor has been dry for more than 15 minutes. As long as this is not the case, the roof will not respond to signals from the rain sensor. The orange LED (only with RTS) of the rain sensor in the motor control box will indicate whether the sensor is active or has been during the last 15 minutes. The motor control box will always give priority to your manual operation. If there is a power cut, the rain function will be reset without having to wait for 15 minutes. The blinking LED light (only with RTS) under the rain cloud will also stop blinking.

Find below an example to clarify point 3 above. The blades of your roof are open and the following weather occurs:



- A. At noon, the rain sensor gets wet => the roof closes.
- B. At 12:30 p.m., the roof is opened using the Situo remote control for whatever reason (manual operation). The rain function is therefore temporarily deactivated. After all, the user has opted to take over (override) the rain function.

- C. At 1 p.m., the rain stops and the rain sensor starts to dry up. The duration of the dryness depends on the conditions, but can take several minutes. Especially if there are large drops of water on the sensor. Suppose that, in this example, it takes 18 minutes for the sensor to dry up.
- D. At 1:18 p.m., the sensor is dry and the 15-minute waiting period starts now. Only with RTS, the orange LED will go from steady on to blinking.
- E. At 1:30 p.m., it starts to rain again. The roof does NOT close because the rain function is only supposed to reactivate at 1:33 p.m. (= 1:18 p.m. + 15 minutes).
- F. It stops raining at 2 p.m. The sensor starts to dry up again. Suppose that it once again takes 18 minutes for the sensor to dry up.
- G. At 2:18 p.m., the rain function is reactivated. The roof is still open to the position it was in at 12:30 p.m.
- H. It starts to rain again at 4 p.m. The roof closes because the rain function is once again active. This was automatically reactivated at 2:33 p.m. The user cannot see which status the control is in. Only with RTS, the orange LED in the control box will indicate this.

4. Check the temperature outside

If the temperature is below 5°C and the frost function is active (needs to be activated see installation manual) the rain sensor when wet will act as a snow sensor, the snow position has priority over the rain position.

The snow position is set (programmed) when programming the motor control box (during initial installation). This snow position can be closed, or vertical, or in any other position of your choosing. If there is little risk of snow heavily piling up on the roof, then also the closed position can be selected as the snow position (snow and rain same closing position).

5. Activation of the snow (only in combination with rain sensor) and frost position (15°)

The snow and frost position are standard not activated!

Note: In areas where regular 50 cm snowfall occurs, you also need to install an optional rain sensor. In the case of heavy snowfall, the blades will automatically change into the programmed snow position.

The activation of the temperature sensor is done by the installer.

Important remark concerning a correct functioning of frost- and snow protection!

The temperature sensor is located inside the motor control box. It means that this sensor measures the inside temperature, and not the outside temperature.

During tests we concluded that an outside temperature of 0° normally corresponded with an inside temperature of 4°. So we programmed the control box that frost- and snow protection is activated as soon as the temperature inside the motor control box gets below 4°. In some conditions the inside temperature can show small deviations compared to the outside temperature. This means that in some cases the blades will not open according to the required conditions.

Next example to clarify: assume that the outside temperature is -1°C (hardly frost conditions) but the inside temperature has not dropped below 4°C (because for example the profile and box has been warmed up by the sun), for this reason the blades will not open to a frost position. If additionally it starts snowing, the rain sensor will sense this as rain (and not snow) and the blades will close instead of opening.

This might cause a problem in areas where snowfall can occur frequently. This can be avoided by turning off the rain sensor during the winter and operate the blades manually.

[Volver al índice](#)

06.2024 - Somfy RTS and Domotica control

Our R&D team is currently in full preparation to provide Amani also via **Somfy RTS** or **Domotica control**. Somfy RTS is mainly used in countries where Somfy io is not allowed, but will be opened to all other countries in RIO. This is currently planned for **March 2025**.

[Volver al índice](#)

05.2024 - Benefits of an Outdoor Service Case

Easily order your **Outdoor Service Case** via RIO and ensure your installers are always prepared. The case includes motors, controllers, sensors, screws, and more. When you purchase a service case, you immediately enjoy numerous benefits:

- Increased customer satisfaction
- Immediate availability of spare parts
- Fast and efficient on-site assistance
- Fewer trips back to the yard
- No overdue invoices from end customers

[Volver al índice](#)

04.2024 - Dimmable io heating receiver

From now on, the optional Somfy io heating receiver is also dimmable!

Dimming here, as with the RTS heating receiver, is done in 3 steps: 33% - 66% - 100%. So the on/off version for io is no longer available and will be replaced by the dimmable version from now on.

Up to 3000W can be connected to this io receiver. So for the Beam with Heat (2400W), this means that 1 receiver is needed per heating element. So for the Lineo Heat (1400W), you can connect 2 heating elements to 1 receiver.

Consult the modified [installation guide](#).

[Volver al índice](#)