



PRODUCT UPDATES & COMMUNICATION

AUTOMATION & CONTROL

NEWSLETTERS 2026

- 06.2026 – Find the Right Outdoor Solution—Fast
- 03.2026 - Installation Support

NEWSLETTERS 2025

- 04.2025 - Motor Controls Orderable via RIO
- 04.2025 - Temporary Import Tax Adjustment
- 02.2025 - Warranty Outdoor: Simplified Registration Process
- 01.2025 - Reminder: RIO Help Texts
- 01.2025 - Order Separate Profiles via RIO
- 01.2025 - Renson Service Return Policy

NEWSLETTERS 2024

- 12.2024 - Outdoor Warranty updates for 2025
- 09.2024 - New Partnerships
- 07.2024 – Renson service USA
- 07.2024 – Important Notice: Change in Renson's Bank Account Details Starting August 1st
- 05.2024 - Benefits of an Outdoor Service Case

NEWSLETTERS 2026

06.2026 – Find the Right Outdoor Solution—Fast

A simplified experience built to help you get to the right product quickly and keep your project moving.

What's New

- Streamlined navigation based on how customers actually search so you can find what you need in fewer steps
- Focused portfolio of U.S.-supported products so you're only seeing what's relevant and available
- Clear categories across solar shading, cladding, and outdoor living so it's easier to know where to start

What This Means for You

- Get to the right solution without digging through irrelevant content
- Make decisions with confidence, knowing every option is supported in the U.S.
- Move projects forward more efficiently, with less time spent searching and second-guessing

Take a look and explore the new experience, designed to be more user-friendly.

[Explore Our Solutions](#)

[Back](#)

03.2026 - Installation Support

We offer on-site technical guidance to help partners with projects including installation guidance, sequencing recommendations, verification against documentation, and product-related troubleshooting. All assistance is strictly advisory. This service is not a substitute for installer labor. All installation execution, methods, and code compliance remain the responsibility of the authorized dealer.

Pricing:

- \$1,500 per day, per technician
- Travel accommodations billed separately

Download the complete details:

[**On-Site Technical Installation Support – Dealer Information Sheet**](#)

What is important from the PDF:

On-Site Technical Installation Support - Dealer Information Sheet

Renson North America offers on-site technical installation support to assist dealers and installers with complex or critical installations. This service is provided as **technical and advisory support only**.

What On-Site Technical Support Includes

- Installation guidance and sequencing recommendations
- Verification of installation relative to Renson documentation
- Technical troubleshooting related to Renson products
- Product and system training for installers or dealers

All support is advisory in nature.

What On-Site Technical Support Does Not Include

Renson technicians do **not** perform execution work on site. This includes, but is not limited to:

- Water caulking or sealing
- Electrical work or connections
- Selection or installation of anchor hardware or fastening systems
- Structural decisions or site-condition assessments

On-site support is not intended to replace installer labor, general contractors, electricians, waterproofing specialists, **or any other execution, trade, or site-construction activities.**

Responsibility for installation execution, means and methods, and code compliance remains with the installer or general contractor.

Pricing

- **USD 1,500 per day, per technician**
 - Travel and accommodation billed separately
- Rates apply per technician and per day.

Scheduling Requirements

- Minimum **10 business days' notice**
- Availability subject to internal scheduling
- Written approval of scope and costs required prior to confirmation

Remote technical support (video call) may be recommended before approving on-site visits.

Important Note

Renson's on-site involvement is limited to technical guidance only. Renson North America assumes no responsibility or liability for installation workmanship or third-party execution.

Questions or Requests

Please contact your Renson sales or technical representative to discuss availability and scope.

[Back](#)

NEWSLETTERS 2025

04.2025 - Motor Controls Orderable via RIO

Easily order Somfy RTS or io motor controls through RIO. Choose from complete kits or individual motor controllers (without power supply).

Browse the full overview below!

 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 ...	

[Back](#)

04.2025 - Temporary Import Tax Adjustment

As mentioned last week, new import taxes are now in effect. These apply to all open orders and valid quotes, with the surcharge calculated based on the gross product price.

How the surcharge is applied:

- The surcharge is automatically applied to all new quotes and orders placed as of April 22.
- It will also apply automatically when ordering from open quotes created between March 22 and April 22. These quotes do not display the surcharge, it will be added at the time of ordering or if the quote is copied to a new version.
- For open orders that have not yet cleared customs or are currently in production in Dallas, the surcharge will be applied either by updating the sales order (with a new order confirmation issued) or via a separate debit note.
 - For open orders under \$500 invoiced before April 21, the surcharge will not be applied.
 - For orders under \$500 invoiced on or after April 21, the surcharge will be applied.

Category	Renson Products	% Increase on gross price
1 – Non-US produced structures and screens	Camargue, Camargue Skye, Aero Canvas, Aero Infinity, Aero Skye, Algarve Canvas, Algarve Storage, Amani,	5.50%
2 – US produced structures and screens	Aero, Algarve	5.50%
3 – Components bought overseas and wall cladding	Linarte, replacement parts for structures coming from Belgium, components for fabricators	15.00%

[Back](#)

02.2025 - Warranty Outdoor: Simplified Registration Process

Good news! Starting January 2025, registering a patio cover warranty is now easier than ever.

What's New?

Customers will continue to register their patio covers via our online contact form: <https://renson.net/qrcode/warranty>. However, a new selection option has been added to distinguish between 2024 and 2025 installations.

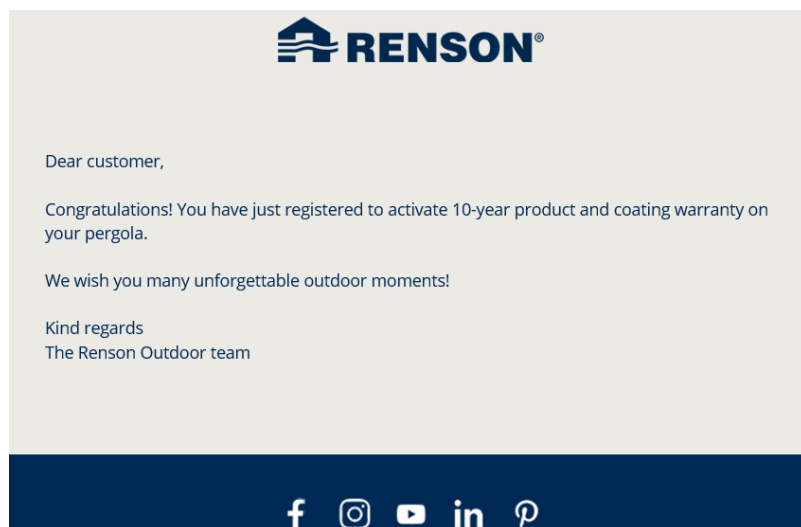
- **For 2024 orders** – The existing registration process remains in place. After registering, customers will receive a voucher code for a free Maintenance Set.
- **For 2025 orders** – No more voucher codes! The Maintenance Set is now automatically included with the patio cover at installation.

This streamlined process ensures a smoother experience for both customers and installers. Let us know if you have any questions!

WARRANTY REGISTRATION

First name*	Name*
Postal code*	Town/city*
Belgium	Email address*
We will use this e-mail address to confirm your registration	
When was the patio cover ordered?*	
☒ 2024	
☐ 2025	
Purchased via*	Installation date*
Warranty number*	
Size: 1234567890_001000	
☐ I'm not a robot	
	
Send	

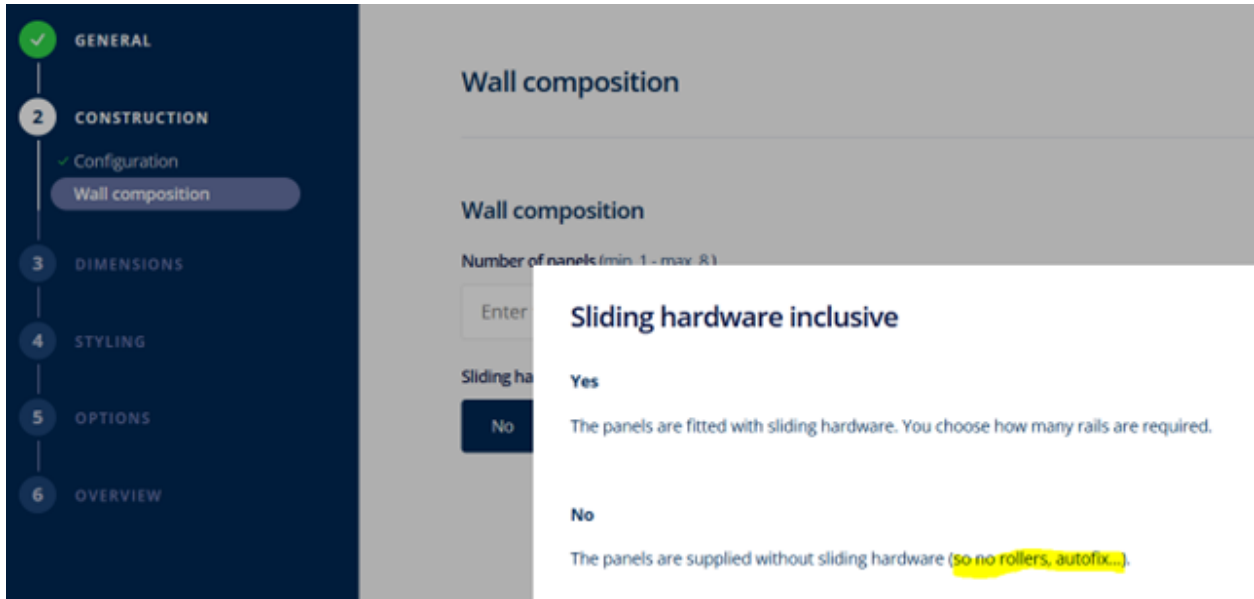
Additionally, after successful registration, the end customer will receive a confirmation email for their records.



[Back](#)

01.2025 - Reminder: RIO Help Texts

Don't forget to check the help texts on RIO for important configuration details. For example, if you configure Outdoor Loggias to size without specifying sliding hardware, only the panel will be ordered—no rails, rollers, or stoppers. Use the question mark icon for helpful explanations and ensure a smooth ordering process!



The screenshot shows the RIO configuration interface. On the left is a dark blue sidebar with a vertical list of steps: 1. GENERAL (checked), 2. CONSTRUCTION (selected), 3. DIMENSIONS, 4. STYLING, 5. OPTIONS, and 6. OVERVIEW. Under the 'CONSTRUCTION' step, there are two sub-items: 'Configuration' and 'Wall composition' (highlighted). The main content area is titled 'Wall composition' and contains a form. The form has a section titled 'Wall composition' with a label 'Number of panels (min. 1 - max. 8)' and an 'Enter' button. Below this is a 'Sliding hardware inclusive' section with two radio buttons: 'Yes' and 'No'. The 'No' button is selected. A help tooltip is displayed over the 'No' button, showing the text: 'Sliding hardware inclusive' followed by 'Yes' and 'No' options. The 'No' option is highlighted in yellow and includes the text: 'The panels are supplied without sliding hardware (so no rollers, autofix...)'.

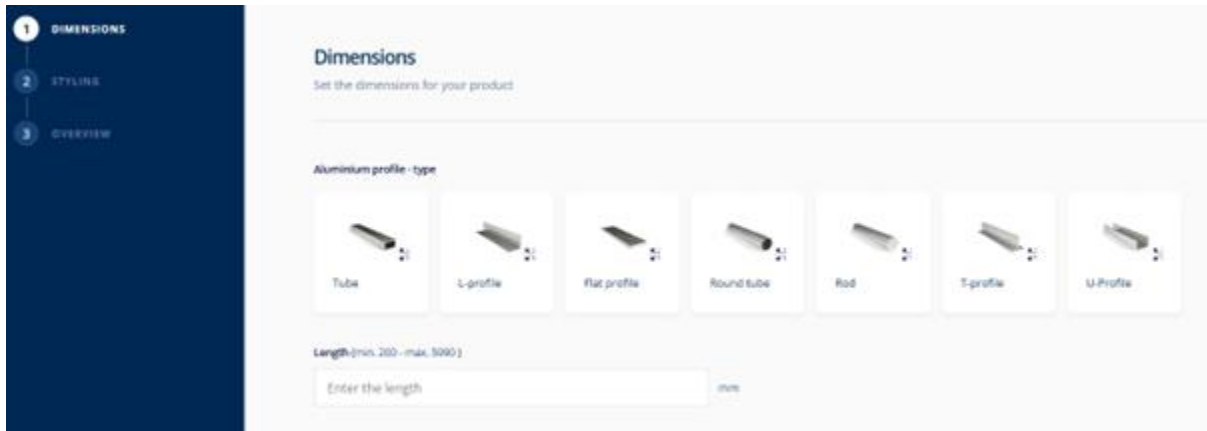
[Back](#)

01.2025 - Order Separate Profiles via RIO

Starting February 1st, you can order standard profiles from the Outdoor price list (p.51) directly on RIO. These profiles will be painted to match the canopy color and delivered together, making it easier and faster to complete your project beautifully.

Standard aluminium profiles

CONFIGURE



The screenshot shows the 'DIMENSIONS' step of a configuration process. On the left is a dark blue sidebar with three numbered steps: 1. DIMENSIONS (active), 2. STYLING, and 3. OVERVIEW. The main area is titled 'Dimensions' with the subtitle 'Set the dimensions for your product'. Below this, under the heading 'Aluminium profile - type', there are seven selectable options, each with a small 3D image and a label: 'Tube', 'L-profile', 'Flat profile', 'Round tube', 'Rod', 'T-profile', and 'U-Profile'. At the bottom, there is a text input field labeled 'Length (min. 200 - max. 5000)' with the placeholder text 'Enter the length' and a unit selector set to 'mm'.

[Back](#)

01.2025 - Renson Service Return Policy

For certain defective parts, we may request their return to conduct further analysis or additional processing. This allows us to accurately determine warranty coverage and decide whether to issue a credit note or provide a replacement part. To ensure smooth and efficient processing of returns, please take a moment to thoroughly review the **Renson Service return policy** below and follow it for all returns. Thank you for your cooperation!

What is important from the 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.

[Back](#)

NEWSLETTERS 2024

12.2024 - Outdoor Warranty updates for 2025

Starting in 2025, we're streamlining the warranty periods for patio covers, accessories, and components. The product warranty for Lapure will increase from 5 years to 10 years, aligning with the warranty for all patio covers, including Amani. This means all patio covers will now come with a 10-year product warranty. Additionally, the adhesion, color, and gloss of the paint will also be covered by a 10-year warranty. Beginning in 2025, customers can count on a comprehensive 10-year product and paint warranty—simply register the product to activate it. **The warranty for Somfy sensors will remain at 5 years.**

[Product information: General information & warranty](#)

[Back](#)

09.2024 - New Partnerships

Streamline your Renson pergola projects with expert shop drawings from our trusted partner.



At Renson, we are excited to announce a new collaboration with our partner, **S:OL Zenith – Shade/Outdoor Living**, to offer custom shop drawings tailored specifically to your Renson pergola projects.

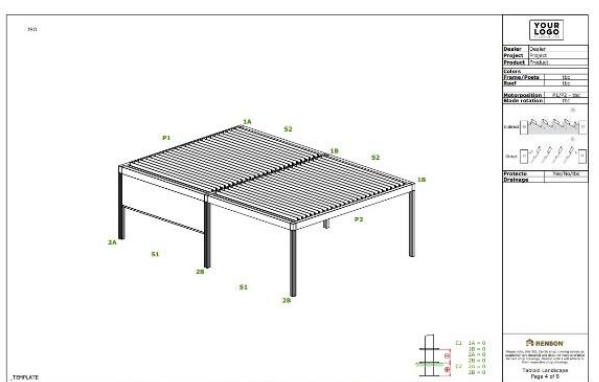
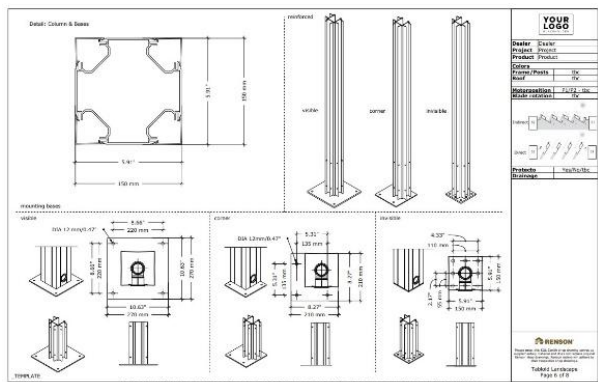
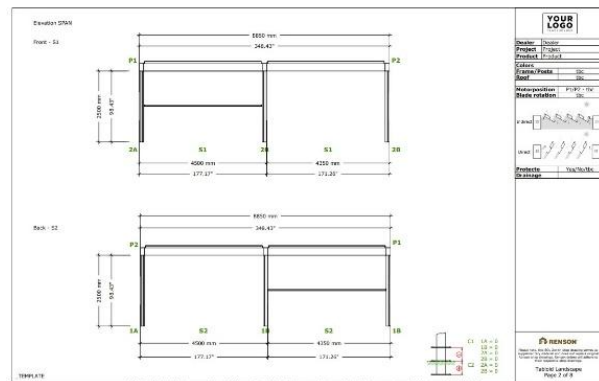
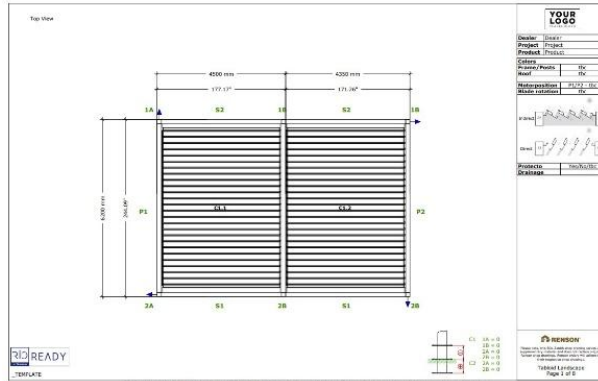
These shop drawings are designed to seamlessly integrate with our RIO platform, ensuring smooth data entry and accurate project specifications. Here's the services that our partner can provide to enhance your project:

- **'RIO READY' tailored shop drawings**
For easy entry into the Renson RIO quotation/order platform.
- **Expert presales remarks**
For non-standard layouts, ensuring faster turnaround times for your quotes and orders.
- **Professional PDF shop drawings**
Perfect for:
 - presentations with clients, architects, designers, and contractors.
 - streamlined requests for engineering drawings, in partnership with EngineeringExpress, to support permitting needs.
- **Project based SketchUp models**
They can be used:
 - with Renson's partner, OutdoorLiving3D, for project-specific renderings and 3D presentations.
 - for your own in-house graphics department

We're excited about the benefits this partnership will bring to your projects.

If you have any questions, you can reach out to jurgen.skoda@renson.net directly, as he will be assisting with checking the final drawings to ensure everything is correct.

For a more efficient and professional approach to your Renson pergola projects, reach out to S:OL Zenith at office@sol-zenith.com. Your local sales representative can also be contacted for introductions or further assistance.



[Back](#)

07.2024 – Renson service USA

Introducing our new local SERVICE hotline: [+1 \(469\) 381-9268](tel:+14693819268) - Only WhatsApp

- **Team:** Jürgen Skoda & Gibran Benel (no AI, no robots)
- This hotline will help you with urgent challenges you might face on the job site. It is monitored Monday-Friday during business hours.
- **IMPORTANT:** This hotline can be reached via WhatsApp only!
- For general inquiries, for example status of a service order, warranty etc... **email us at** serviceusa@renson.net

[Back](#)

07.2024 – Important Notice: Change in Renson's Bank Account Details Starting August 1st

Starting August 1st, Renson has changed its bank account details. Please make your payments to the following account:

Account Number: 1852611738

Routing Number: 072000096

Bank: Comerica Bank

Please ensure this communication reaches your accounting department.

[Back](#)

05.2024 - Benefits of an Outdoor Service Case

Easily order your **Outdoor Service Case** via RIO and send your installers always prepared. The case includes motors, controllers, sensors, screws, etc. When you buy a service case, there are numerous benefits immediately:

- Increased customer satisfaction!
- Immediate availability of spare parts
- Fast & immediate on-site assistance
- No frequent returns to the yard
- No overdue invoices from the end customer

[Back](#)