



PRODUCT UPDATES & COMMUNICATION

LIGHTING

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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](#)

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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.

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01.2026 - Renson is now on Material Bank®

Renson has joined **Material Bank**, the industry's leading platform for material samples, making it easier than ever for architects and designers to specify our outdoor living and solar shading solutions. Design professionals can now request Renson samples directly through Material Bank's centralized platform with **overnight delivery, reduced packaging waste, and a streamlined specification process.**

This move reflects our commitment to supporting the design community with **accessible tools, sustainable practices, and high-performance products** from inspiration all the way to specification.


Products ▾ Brands

Sign In Join for free









Renson
Camargue Louvered Roof

Usage Commercial, Residential	Price Range \$\$\$	SKU CAMARGUE
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Aluminum

					
✓ RAL9006	✓ RAL7016	✓ RAL9016	✓ RAL7030	✓ RAL7039	✓ RAL9005
					
✓ RAL9007	✓ RAL8019	✓ RAL7021	✓ RAL1019	✓ RAL7035	✓ RAL9004
					
✓ RAL7037	✓ RAL7006	✓ RAL7022	✓ RAL9010	✓ DB703	✓ RAL8022

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NEWSLETTERS 2025

12.2025 - 'WINTER IS COMING'

As winter approaches, we kindly ask you to remind your customers to prepare their patio covers for the colder months. A few simple precautions can help prevent damage and extend the lifespan of their installation:

- **Frost:** Customers should avoid fully closing the slats. If the slats freeze together, operating them may cause damage.
- **Snow:** In the event of heavy snowfall, the slats should be placed in a vertical position to prevent excess load on the roof.
- **Fixscreen:** Screens should be rolled up to keep them clean and prevent damage.
- **Sliding glass panels or Loggia:** Side panels should be opened so the structure stays as open as possible. This reduces wind load on both the panels and the canopy.

Please feel free to share this information with your customers through your preferred communication channels.

If you or your customers have any questions, we're always here to help.

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10.2025 - Camargue Demo Cases

Our Camargue demo cases now feature a refreshed, modern look aligned with our latest branding. The contents remain the same, only the design has been updated.

Order the new version on RIO (available in Dallas from December 1). To update your existing case, contact us for the digital leaflet you can print and apply to your case.

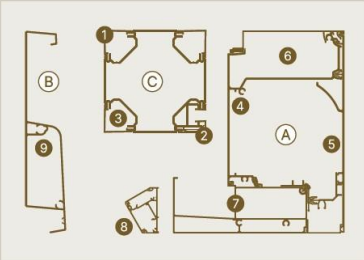


Wil je graag de nieuwe versie ontvangen?

Bestel deze dan nu eenvoudig via de gebruikelijke manier op RIO.

Camargue®

RENSON®



Camargue® USP's





28 m²



150 l/m².u

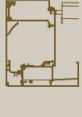


160 km/h



200 kg/m²

(A) BEAM

Basic	Glass	Loggia	Fixscreen	Protecto	Fixscreen + Glass + Curtain
					

(B) BLADE

Lineo LED



Lineo Fix/Heat



(C) COLUMN

Fixscreen



EN 1. Guiding system profile (screens) / 2. Corner finishing profile / 3. Colomno LED / 4. Roof edge profile / 5. Side cover / 6. Top cover / 7. Water drainage gutter / 8. UpDown LED / 9. Blade

NL 1. Geleidingsprofiel (screens) / 2. Hoekafwerkingsprofiel / 3. Colomno LED / 4. Dakrandprofiel / 5. Afdekkap zijkant / 6. Afdekkap bovenkant / 7. Watergoot / 8. UpDown LED / 9. Lamel

FR 1. Coulisses latérales (screens) / 2. Profilé de finition d'angle / 3. Colomno LED / 4. Profil de bord de toiture / 5. Profil de recouvrement latéral / 6. Profil de recouvrement supérieur / 7. Gouttière / 8. UpDown LED / 9. Lame

DE 1. Führungsprofil (Screens) / 2. Eckabschlussprofil / 3. Colomno LED / 4. Dachrandprofil / 5. Abdeckkappe Seite / 6. Abdeckkappe Oberseite / 7. Wasserabflusssrinne / 8. UpDown LED / 9. Lamelle

ES 1. Perfil del sistema de guía (screens) / 2. Perfil de acabado de las esquinas / 3. Colomno LED / 4. Perfil del borde del techo / 5. Tapa lateral / 6. Tapa superior / 7. Canal de agua / 8. UpDown LED / 9. Lama

IT 1. Profilo del sistema di guida (schermi) / 2. Profilo di finitura angolare / 3. Colonna LED / 4. Profilo del bordo del tetto / 5. Copertura laterale / 6. Copertura superiore / 7. Canale di scolo / 8. LED UpDown / 9. Lama

Camargue demo case – Order number: 2002072

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06.2025 - GENERAL – US – only news

Camargue U.S. production – project scope preview

We're excited to share a first look at the updated scope for the Camargue as it enters the next phase of U.S. production.

More details will follow in our September webinar. The first full U.S. test run (Zero Series USA) is planned for December, with production expected to begin in February (subject to change).

What is important from the PDF:

Camargue U.S. production – project scope preview

The Camargue made in Texas will be available with a **maximum pivot of 6.2 meters (20 ft 4 in)** and a **maximum span of 4.5 meters (14 ft 9 in)** and support a wide range of accessories, including:

- Protecto® - patented technology, extra protective profile between the blades and the gutter.
- Lineo Fix – fixed, non-rotating blade
- Fixscreen
- Lineo® Heat - Built-in short-wave infrared heater with heat-resistant ceramic glass.
- Lineo® LED
- UpDown LED
- Electrical outlet
- Loggialu Paro & Loggialu Privacy – *This is a separate project that will run in parallel with the Camargue project. Timing is still to be determined.*

Color and fabric options

- Top 10 RAL colors will be offered
- All other RAL colors will be available at a surcharge
- Fixscreen fabric will use Sergé material with 8 color options, exactly like the Algarve units made in the US

Configuration types available:

- Single
- 2-part coupled (pivot or span side)
- 3-part coupled (pivot or span side)

All units will be either:

- Reinforced (HC 3)
- Miami-Dade compliant (HC 5)

At this time:

- No presales solution is available, though this may change in the future
- No cantilever, shifted, or intermediate columns are allowed
- No design styles are currently offered for the US-produced models

Retrofittable accessories via Belgium

- Glass doors
- Linarte or Linius wall
- Lineo Luce

Timeline

- September – more details via academy webinar – dates still TBD
- December – U.S. test run (Zero Series USA)
- February – Production launch (subject to change)

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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%

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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.

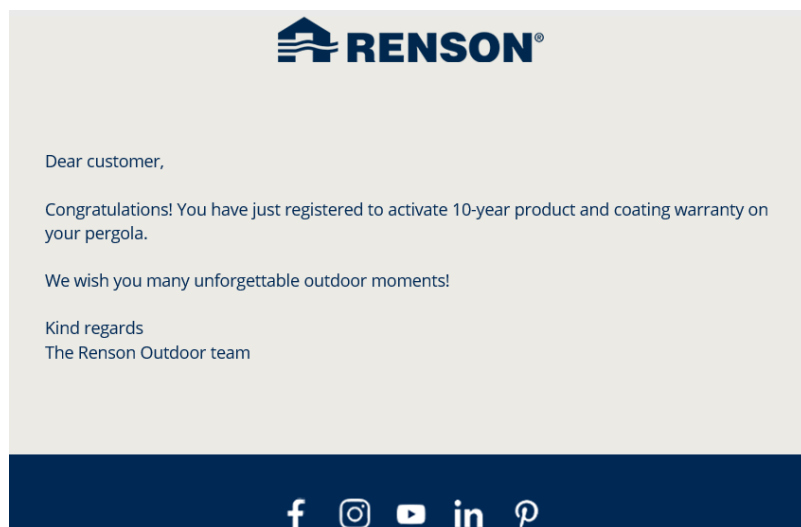
- **For 2024 orders** – The existing registration process remains in place. After registering, customers will receive a voucher code for a free Maintenance Set.
- **For 2025 orders** – No more voucher codes! The Maintenance Set is now automatically included with the patio cover at installation.

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	

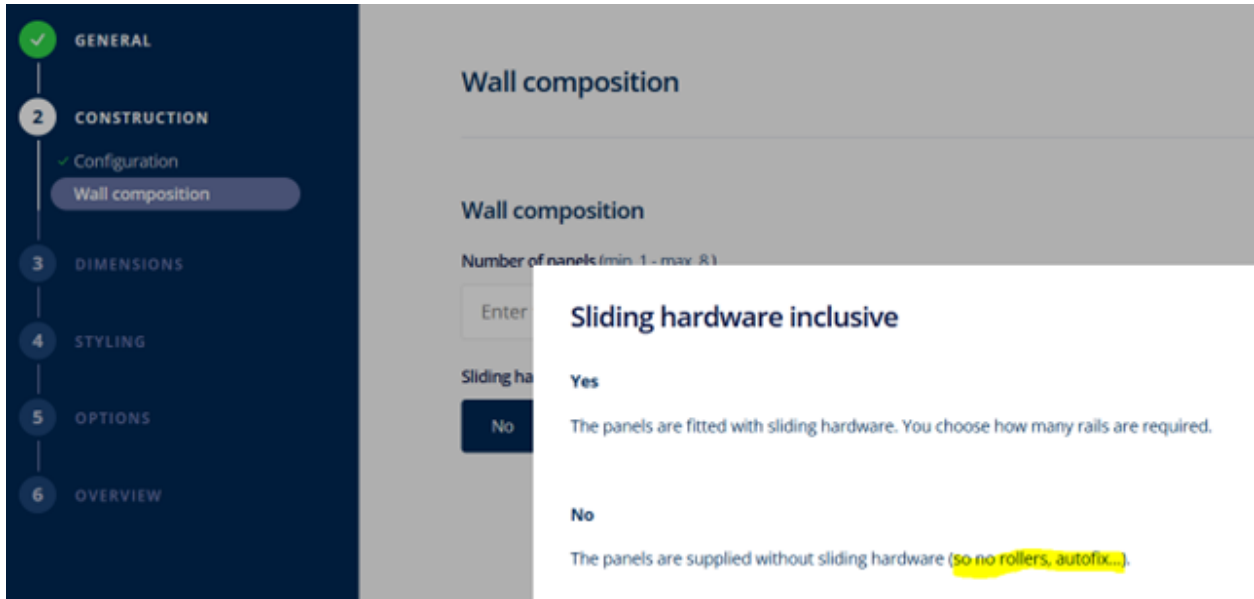
Additionally, after successful registration, the end customer will receive a confirmation email for their records.



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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 (active), 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 for '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...)'.

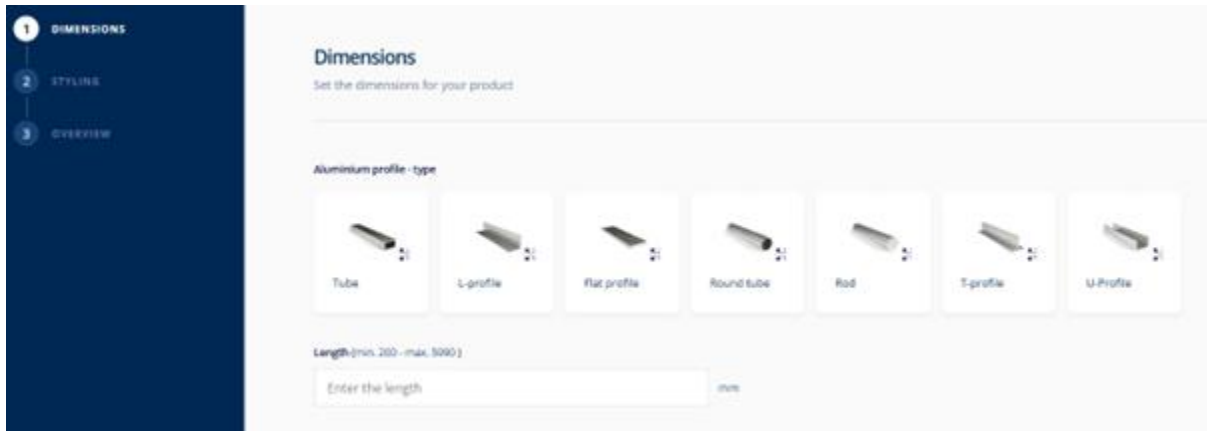
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01.2025 - Order Separate Profiles via RIO

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 options: 1. DIMENSIONS (selected), 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 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'.

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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.

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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](#)

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10.2024 - Packaging Reminder

To prevent product damage, please remember not to leave boxes in direct sunlight. Additionally, keep profiles wrapped in bubble wrap out of direct sunlight as well, as the heat can cause the bubble wrap to burn into the paint. You can see examples of potential damage in the images below.



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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.

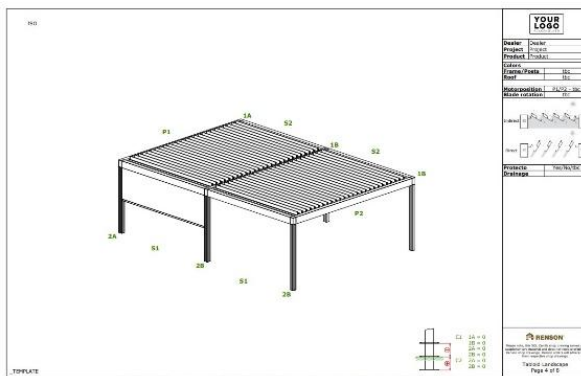
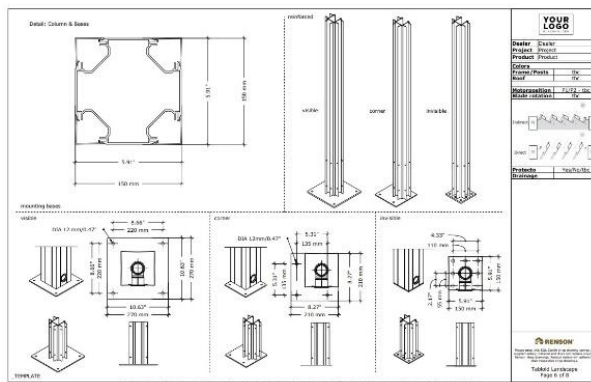
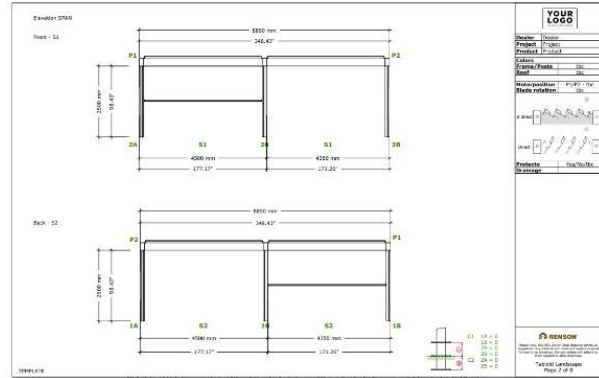
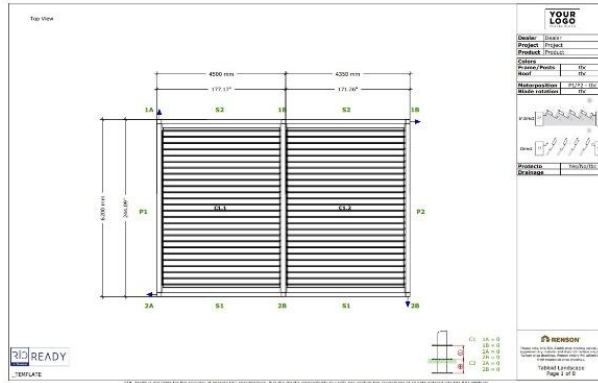
These shop drawings are designed to seamlessly integrate with our RIO platform, ensuring smooth data entry and accurate project specifications. Here's the services that our partner can provide to enhance your project:

- **'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.



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09.2024 - Camargue – Extension cable for Lineo LED

When installing a Camargue with the pivot positioned against the wall, there are cases where it's preferable to move the controls to the tension beam. This helps avoid having to remove the top cover from the wall in the event of future maintenance.

An optional waterproof wall seal allows for easy removal of the top cover without needing to cut through the wall seal.

However, if the controls are moved to the tension beam, the standard 10 feet cable for the Lineo LED may be too short in some instances. To address this, we've added an option in RIO for Camargue configurations with a wall pivot and Lineo LED. You can now easily select additional LED extension cables during the ordering process.

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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

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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.

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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

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02.2024 - LED UP RGB

“**LED UP RGB**” is now clickable in RIO within your Camargue/Camargue Skye/Aero Skye configuration. No more remarks needed.

IMPORTANT:

- Selecting this, will automatically change the Camargue configuration from UL to CE certification!



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