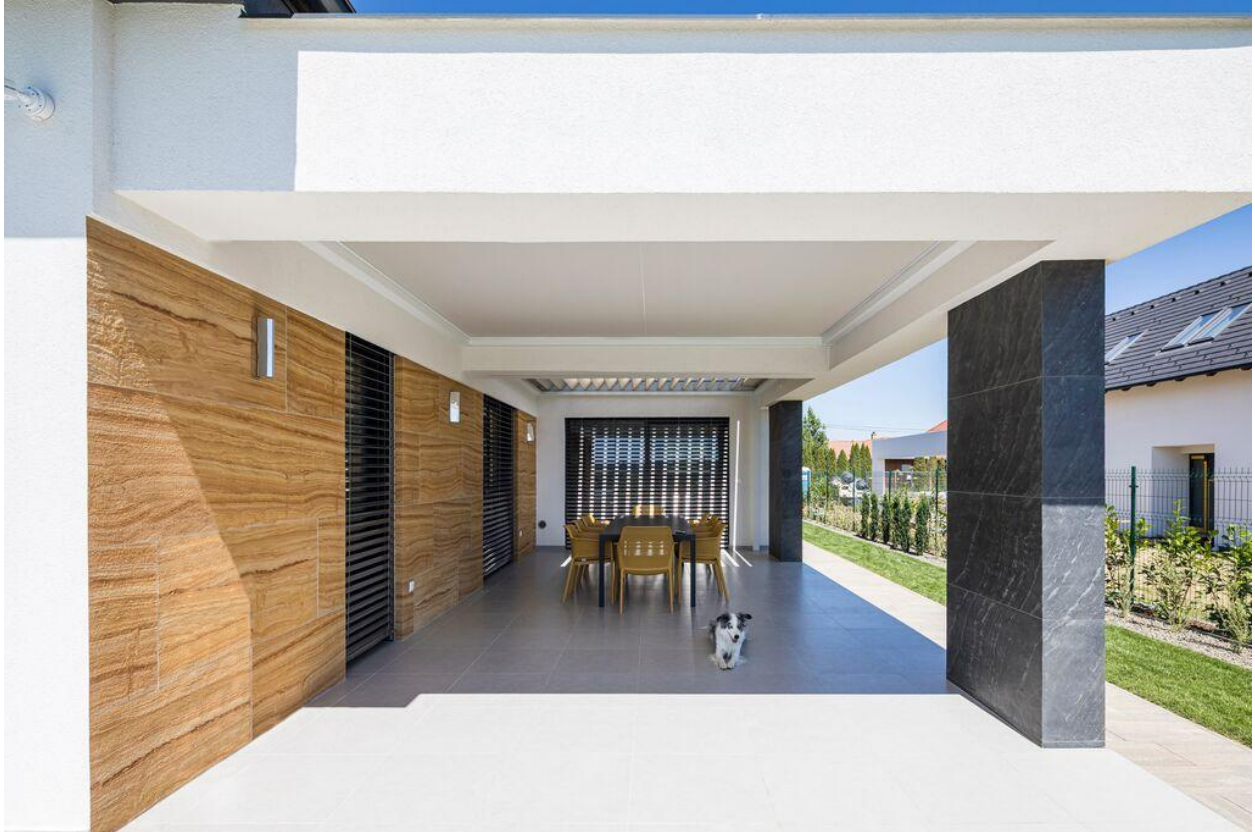




PRODUCT UPDATES & COMMUNICATION

AERO CANVAS

NEWSLETTERS 2026

- 06.2026 – Find the Right Outdoor Solution—Fast
- 05.2026 - Reminder: Price Adjustment
- 04.2026 – Change in standard colours
- 04.2026 – Wall mounting Aero and Algarve
- 04.2026 – AutoCAD drawings
- 03.2026 - Installation Support
- 01.2026 - Renson is now on Material Bank®

NEWSLETTERS 2025

- 12.2025 - 'WINTER IS COMING'
- 10.2025 – Product updates Lapure & Aero
- 09.2025 – Discover Our Brand-New Product Videos
- 06.2025 - Indoor Color Code Update: SA021E
- 05.2025 - Production Updates: New Accessory Now Available from Dallas!
- 05.2025 - Structural Paint RAL 8014 vs. Sepia Brown
- 04.2025 - Color Guide
- 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 – 2025 Color guide now online
- 01.2025 - Renson Service Return Policy

NEWSLETTERS 2024

- 12.2024 - Outdoor Warranty updates for 2025
- 11.2024 - Customized Solutions
- 10.2024 - Packaging Reminder
- 09.2024 - New Handy Color Chart Available!
- 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](#)

05.2026 - Reminder: Price Adjustment

Dear Valued Renson Partner,

This is a reminder that due to ongoing instability in global trade routes and continued volatility in aluminum costs, a **temporary list price increase** will take effect **May 1, 2026**.

Applicable increases:

- **Pergolas & Structural Components: +5%**

Please note:

- New pricing applies automatically starting May 1, 2026
- Quotes remain valid for 30 days (view expiration dates in RIO)
- RIO will always reflect current pricing
- Updated price lists to follow

We will adjust or remove this temporary surcharge as soon as raw material pricing stabilizes. Your Renson representative is available if you have any questions.

Thank you for your understanding and continued partnership.

[Back](#)

04.2026 – Change in standard colours

There is an additional update to our standard colours. One Shop in Shop colour has been removed from the standard colour group. This means there are now **three Shop in Shop colours that are no longer standard**.

These are the following colours:

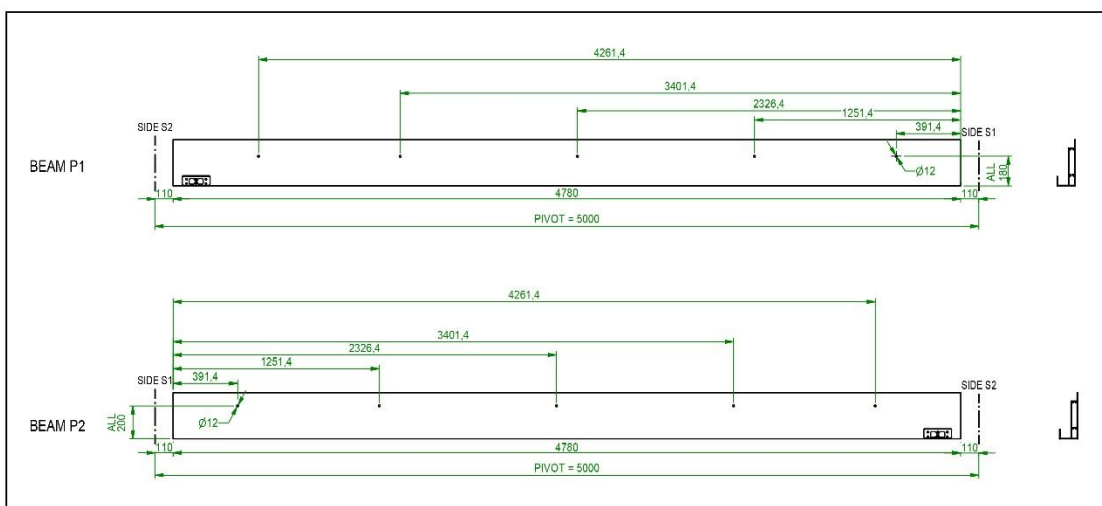
- AE30017702420 - RAL 7024 - Graphite Grey Polyester Architectural AE
- AE70018720125 - RAL 8014 - Sepia Brown Polyester Architectural AE
- AE03056600820 - RAL 6008 - Axalta RAL6008 Fine Texture

Both the colour guide and RIO have been fully updated. You can find this information as always on the Professional Portal. Please take this change into account when placing future orders.

[Back](#)

04.2026 – Wall mounting Aero and Algarve

From now on, you can easily find the position of the wall mounting holes for Aero built in or Algarve surface mounted during the quotation phase. This information is included on the second page of the overview drawings. This provides more clarity and smoother preparation for installation. If you have any questions, feel free to contact us.



[Back](#)

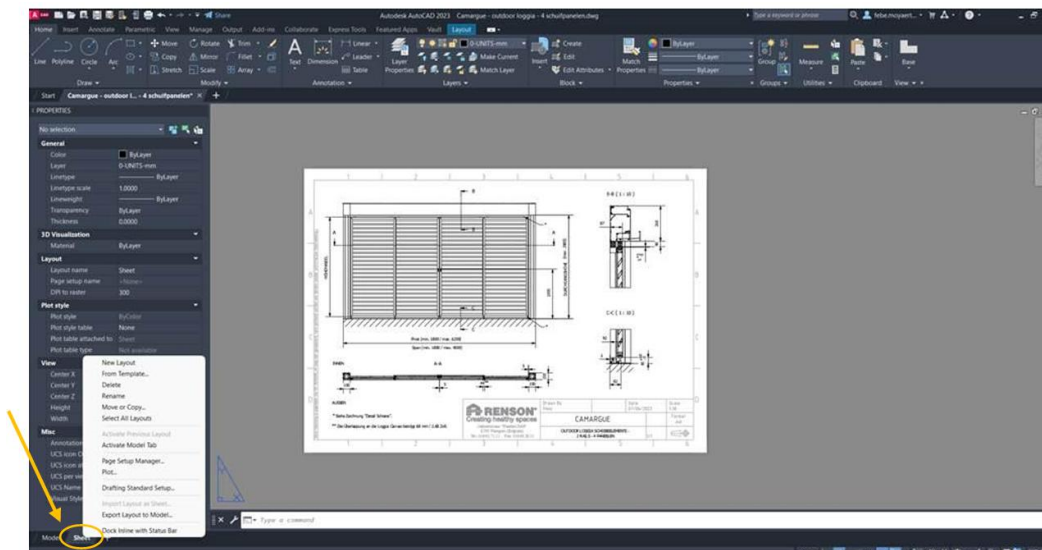
04.2026 – AutoCAD drawings

Do you want to use AutoCAD drawings from our Professional Portal, but copying them to a new file does not always work. To help you continue quickly and smoothly, we have added a short step by step guide that allows you to transfer drawings to a new file without any issues.

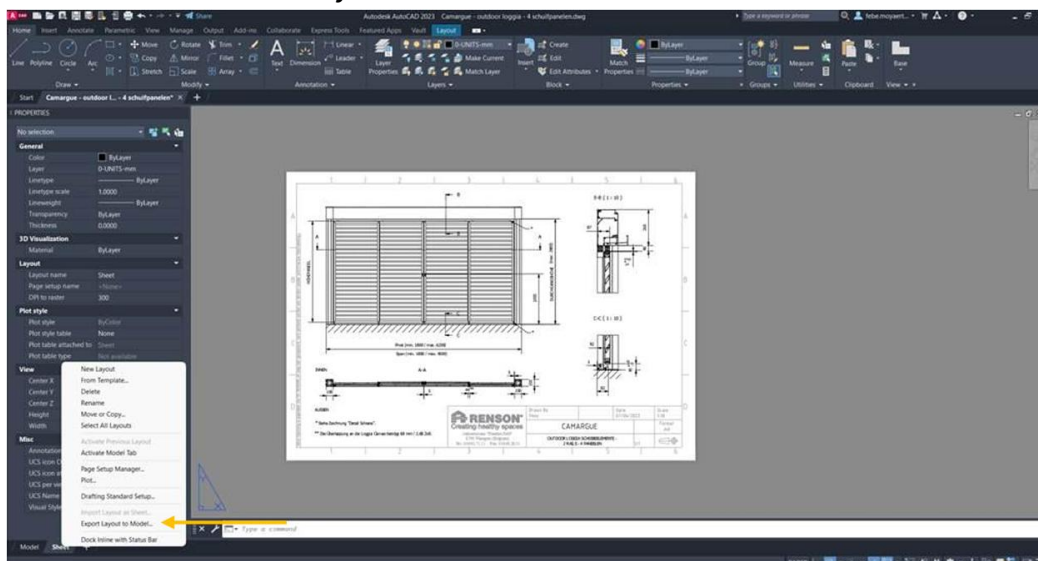
What is important from the PDF:

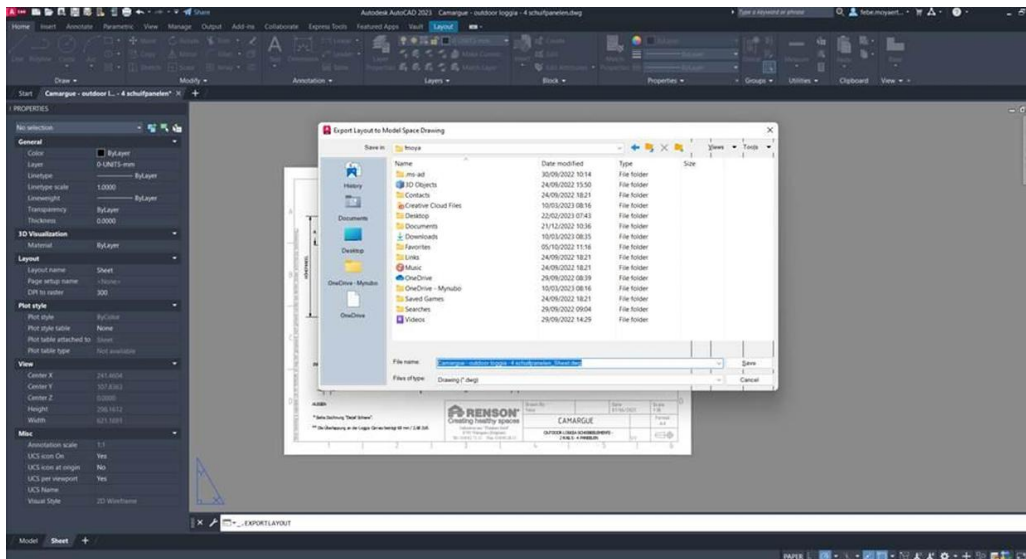
AutoCAD

A. Go to the sheet tab and right click the tab.

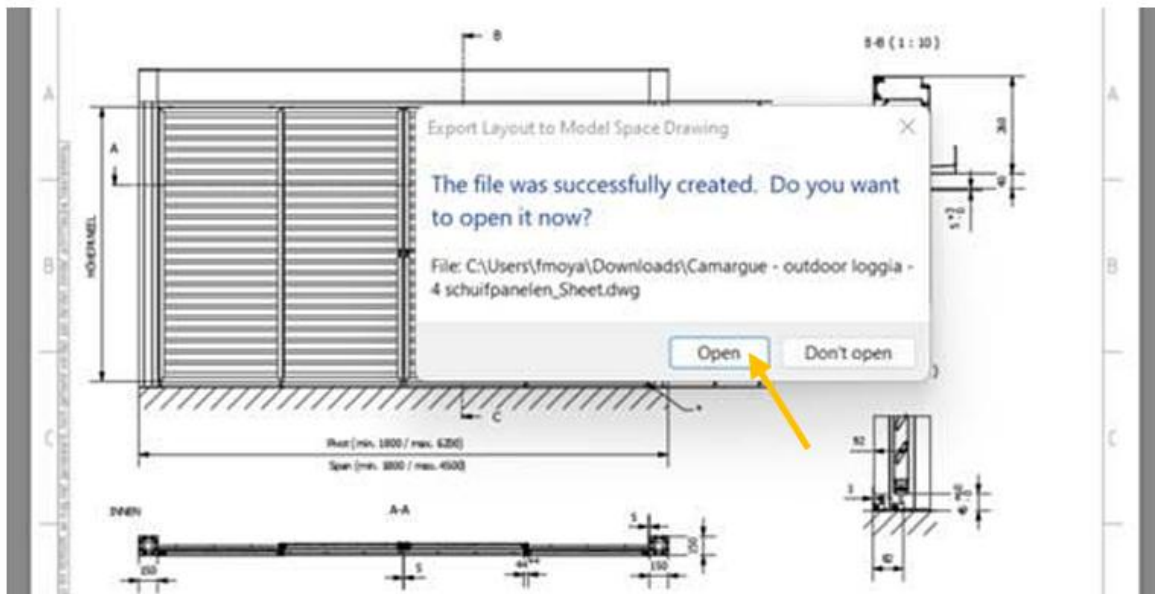


B. A menu will appear, click on 'export layout to model'.
The software will ask you to save it as a new document.

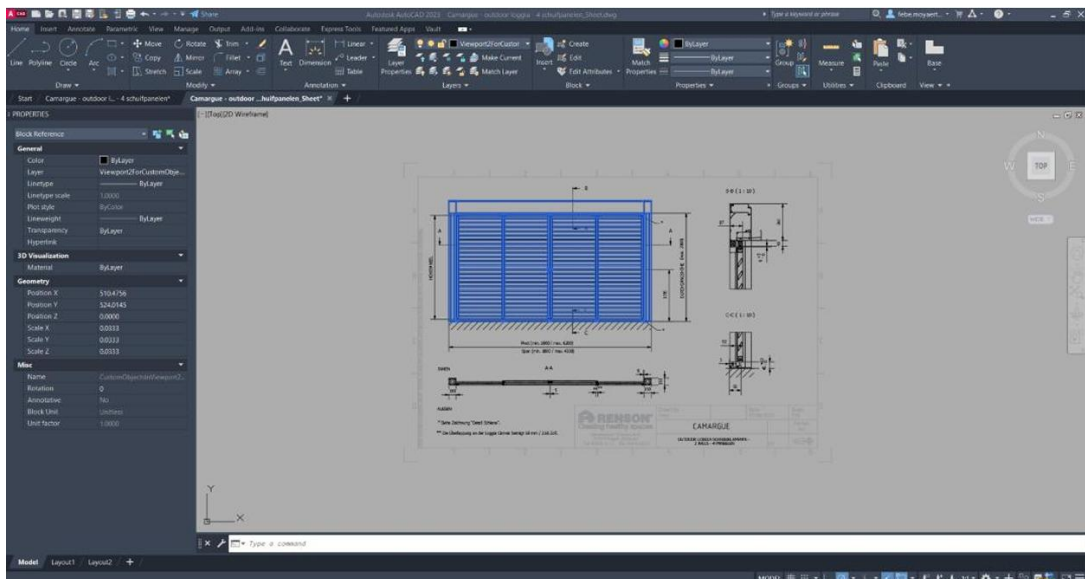
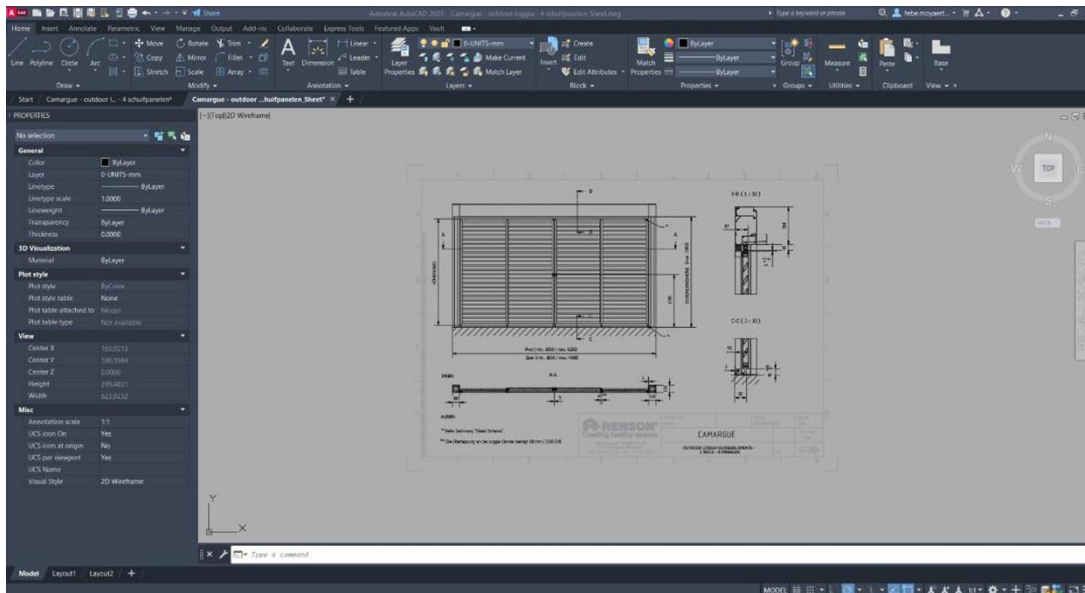




- C. Once the new file is saved, the software will ask you to open this drawing.
Click on 'open'.



- D. The new drawing will open and appear in the model tab.
You will be able to click on the model views and copy them.



[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](#)

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

Aluminum






















[Back](#)

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.

[Back](#)

10.2025 – Product updates Lapure & Aero

Exciting updates are on the way for both Lapure and Aero. Because of their significance, we'll provide full details in a dedicated October newsletter.



We're excited to share a few important updates across our Outdoor product range. In this edition, you'll find everything you need to know about the latest enhancements to **Aero** models — updates that elevate both design and functionality.

AERO

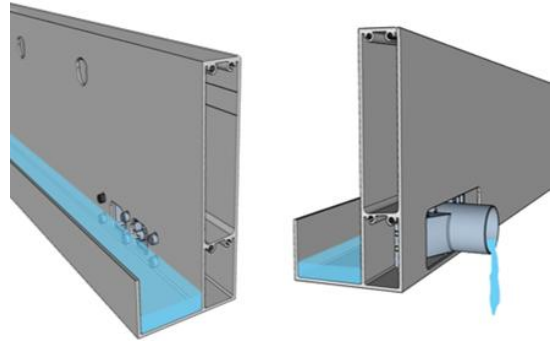
Several **product updates** have also been proposed for **Aero**. We are pleased to announce that these updates will also be applied to all new Aero orders **from 24 October** onwards.

[Link Webinar](#)

KEY UPDATES AT A GLANCE:

Renewed lateral water drainage

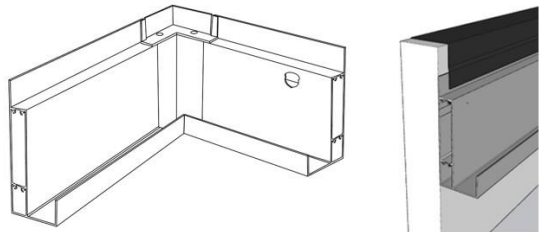
The redesigned lateral water drainage system now runs entirely through the lower chamber of the span or pivot profile. This transforms the lower chamber into a “**dry zone**,” effectively eliminating any risk of water infiltration in the corners.



Customized profile with extra lip

When integrating an Aero, you can now choose an optional **custom base profile with an extended lip**. This added lip acts as a wall connection profile, making it much easier to achieve a watertight seal between the Aero and the surrounding structure.

As a result, no separate sealing is required, even beneath the motor.



[Back](#)

09.2025 – Discover Our Brand-New Product Videos

We've created new videos for Camargue, Algarve, and Aero that highlight the unique strengths of each product in a clear and visually compelling way.

These [USP videos](#) are ideal for sharing online or showcasing in your showroom to support your communication efforts.

[Back](#)

06.2025 - Indoor Color Code Update: SA021E

Due to a data error, the powder code AE80019164421 was previously linked to our A2MG powder SA021E (Interpon D1036 – HOLLANDS WIT 9010 – Smooth Gloss).

What's changing?

- The incorrect code AE80019164421 has been replaced with SA021E in both RIO and the online color guides.
- There is no change to the actual color delivered, only the code has been corrected.
- AE80019164421 is no longer available in RIO.

Please update any references to this powder accordingly.

Indoor color guide update: Replacement of '068' Powder Codes

Starting July 7, 2025, **TIGER Coatings** will replace all powders from their **Drylac® Series 68 fine structure** with the new **Drylac® Series 67 Flexcure fine structure**.

What's changing?

- Powder codes that previously started with '**068**' will now start with '**067**' in **RIO**.
- This update affects the powder coating process but **does not impact color, texture, gloss, or weathering performance**.

List of involved A-powders:

Old powder code	Description	Renson powder category	New powder code
068/10079	Fine texture Traffic White	A2T	067/10079
068/10259	RAL 9010 Fine texture	A2T	067/10259
068/70190	Anthracite grey fine texture	A2T	067/70190
068/71291	RAL 7039 Matt Fine Texture	A3T	067/71291
068/71752	RAL 8019 TC Fine structure matt	A2T	067/71752
068/71764	RAL 7021 TC fine texture matt	A2T	067/71764
068/80057	RAL 9004 Fine texture Matt	A2T	067/80057
068/80296	RAL 9011 Fine texture Matt	A2T	067/80296
068/80381	9005TC Carbon 01 fine structure matt	A2T	067/80381

[Back](#)

05.2025 - Production Updates: New Accessory Now Available from Dallas!

We're excited to announce two production updates: We can now produce the Algarve Classic Line and Lineo Heat in Carrollton, Dallas!

New! Lineo Heat

Lineo® Heat is a built-in heating element that uses short-wave infrared radiation and heat-resistant ceramic glass. Integrated into a fixed roof blade, it can be equipped with one or two heating elements per blade.

Lineo Heat is also available as a configuration in RIO for the Algarve and Aero models if ordered together with the unit. It cannot be ordered as a retrofit (after the initial order).



[Lineo Heat – Technical product info](#)

[Back](#)

05.2025 - Structural Paint RAL 8014 vs. Sepia Brown

As mentioned in our October update, the powder used for the color sample labeled 'RAL 8014' (STR version) does not strictly adhere to RAL color standards. Because of this, we updated the color guide, and the name has been changed to **Sepia Brown**.

	RAL 8014	Fine Texture RAL 8014 Polyester Architectural AE
	<u>n/a</u>	<u>Sepia Brown Fine texture Metallic</u>

Please double-check your Shop-In-Shop color swatches and modules! If any of your color plates still say 'RAL 8014', we recommend updating the label to 'Sepia Brown' as soon as possible. Alternatively, you can order new Sepia Brown swatches (powder code 029/60740) from RIO, which will have the correct designation.

This simple step helps prevent any deliveries with the wrong color. Let us know if you have any questions or need assistance!



RAL 8014
Fine Texture RAL 8014
Polyester Architectural AE
Axalta AE03058801420



Sepia Brown
Sepia Brown
Fine texture Metallic
Tiger 029/60740

[Back](#)

04.2025 - Color Guide

Twenty-seven new powder colors have been added to the A-series and are now in stock in Belgium—applicable to products manufactured there.

Surcharges for using these powders have been reduced.

Most of the new additions are Qualicoat Class 2 powders, offering superior UV resistance and top-tier quality, all at no additional cost.

Powder Code	Internal Renson Colour Code	Description	Powder supplier	Powdergroup since 09/04/2025
AE13008107227	STR 0302	Fine texture Taupe Matt Polyester Architectural AE	Axalta	A3T
AE03001139627	STR 0291	Fine texture Hornschuh F436-6039 Yellow Polyester Architectural AE	Axalta	A3T
AE03007394827	STR 0390	Fine texture EF 154-0533 Grey Polyester Architectural AE	Axalta	A3T
SD030C1210827	STR 0782	Fine Texture WTM BEIGE Superdurable Architectural SD	Axalta	A3T
YN304F	STR 0809	RAL 9004 HR - Fine textured	AkzoNobel	A2T
YN305F	STR 0284	RAL 9005 Matt Fine Texture	AkzoNobel	A3T
YN311F	STR 0810	RAL 9011 HR - Fine textured	AkzoNobel	A2T
YL321F	STR 0503	RAL 7021 Matt HR Fine Texture	AkzoNobel	A2T
SD300C7701620	V9001116	Superdurable Architectural SD Matt RAL 7016 ANTHRACITE GREY	Axalta	A2MG
SD300C7702120	V9001524	Superdurable Architectural SD Matt RAL 7021 BLACK GREY	Axalta	A3MG
SD300C7700620	V9002385	Superdurable Architectural SD Matt RAL 7006 BEIGE GREY	Axalta	A2MG
SD300C7702220	V9001825	Superdurable Architectural SD Matt RAL 7022 UMBRA GREY	Axalta	A3MG
SD300C7703520	V9001586	Superdurable Architectural SD Matt RAL 7035 LIGHT GREY	Axalta	A3MG
SD300C8801420	V9002386	Superdurable Architectural SD Matt RAL 8014 SEPIA BROWN	Axalta	A2MG
SD300C9901620	V9000959	Superdurable Architectural SD Matt RAL 9016 TRAFFIC WHITE	Axalta	A2MG
SD301C7900621	V9002384	Superdurable Architectural SD Matt CONCRETE TOUCH "9006"	Axalta	A3MG
SD301C7900721	V9001753	Superdurable Architectural SD Matt RAL 9007 GREY ALUMINIUM	Axalta	A3MG
SD700C4900520	V9002124	Superdurable Architectural SD Semi Gloss RAL 9005 JET BLACK	Axalta	A2MG
SD700C7703820	V9002390	RAL 7038 Satin gloss	Axalta	A2MG
SD700C7703020	V9002392	RAL 7030 Satin gloss	Axalta	A2MG
SD700C7703920	V9002389	Superdurable Architectural SD Semi Gloss RAL 7039 QUARTZ GREY	Axalta	A2MG
SD700C7701620	V9001622	Superdurable Architectural SD Semi Gloss RAL 7016 ANTHRACITE GREY	Axalta	A2MG
SD700C7702220	V9002388	Superdurable Architectural SD Semi Gloss RAL 7022 UMBRA GREY	Axalta	A2MG
SD700C7702120	V9001980	Superdurable Architectural SD Semi Gloss RAL 7021 BLACK GREY	Axalta	A2MG
SD700C9901620	V9001587	Superdurable Architectural SD Semi Gloss RAL 9016 TRAFFIC WHITE	Axalta	A2MG
SD700C7703520	V9002391	Superdurable Architectural SD Semi Gloss RAL 7035 LIGHT GREY	Axalta	A2MG
SD700C9901020	V9001823	Superdurable Architectural SD Semi Gloss RAL 9010 PURE WHITE	Axalta	A2MG

[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.

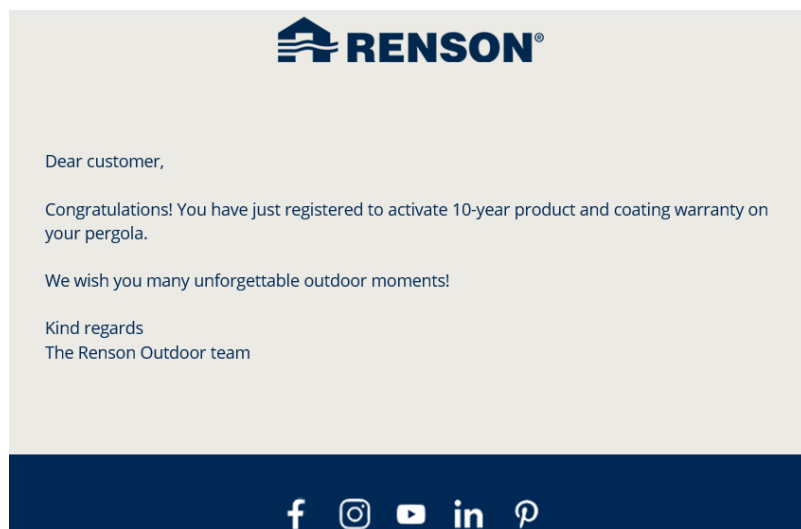
- **For 2024 orders** – The existing registration process remains in place. After registering, customers will receive a voucher code for a free Maintenance Set.
- **For 2025 orders** – No more voucher codes! The Maintenance Set is now automatically included with the patio cover at installation.

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	

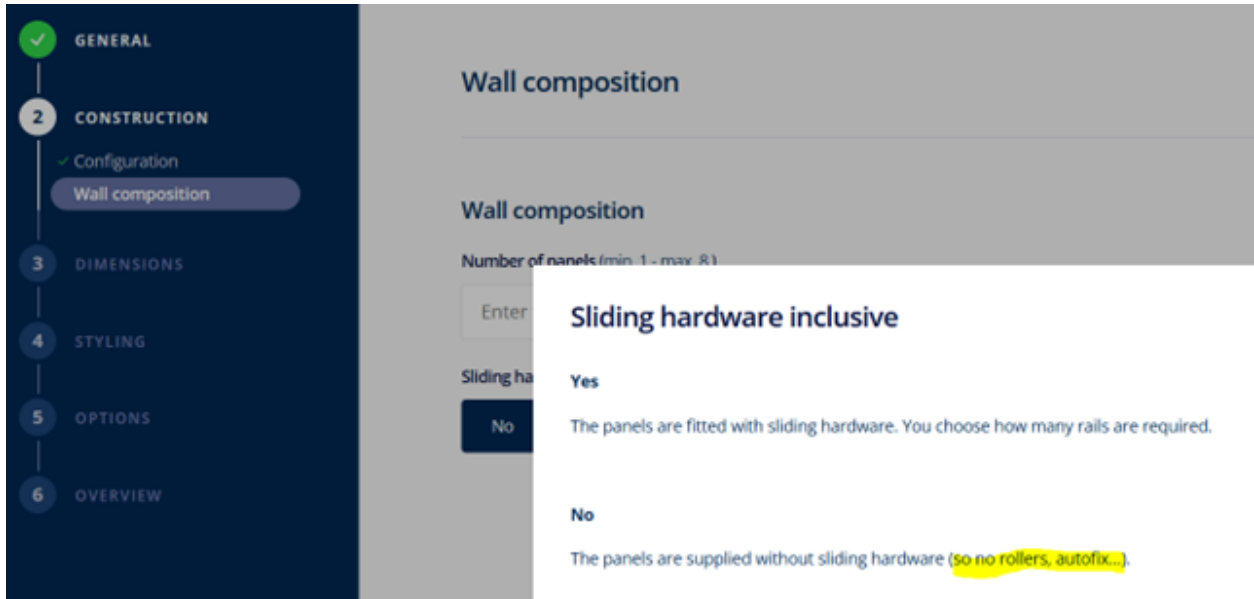
Additionally, after successful registration, the end customer will receive a confirmation email for their records.



[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 (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 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...)'.

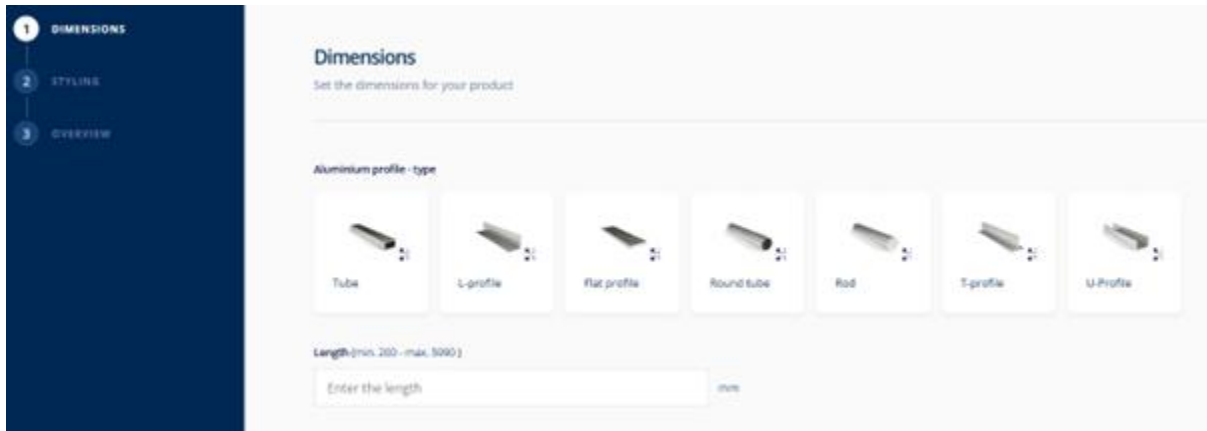
[Back](#)

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' configuration step in the RIO system. On the left is a dark blue sidebar with three menu items: '1 DIMENSIONS' (highlighted), '2 STYLING', and '3 OVERVIEW'. The main content area is titled 'Dimensions' with the subtitle 'Set the dimensions for your product'. Below this, there is a section 'Aluminium profile - type' featuring seven selectable options, each with a 3D profile 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 – 2025 Color guide now online

Exciting news! The 2025 Color Guide is now available online.

We've added new powders to the A group, bringing the total to 292 options.

RAL 1002	AE70011960525	AXALTA RAL1002 SEMI GLOSS	GLOSSY
RAL 5015	AE70015400225	AXALTA RAL5015 SEMI GLOSS	GLOSSY
RAL 5001	AE70015820125	AXALTA RAL5001 SEMI GLOSS	GLOSSY
RAL 6012	AE70016870225	AXALTA RAL6012 SEMI GLOSS	GLOSSY
RAL 7003	AE70017520125	AXALTA RAL7003 SEMI GLOSS	GLOSSY
RAL 8011	AE70018510125	AXALTA RAL8011 SEMI GLOSS	GLOSSY
V9001557	AE70011102020	AXALTA RAL1020 SEMI GLOSS	GLOSSY
V9001559	AE70013300720	AXALTA RAL3007 SEMI GLOSS	GLOSSY
RAL 5008	AE70017830125	AXALTA - RAL5008 SATIN	GLOSSY
RAL 6021	AE70016170725	AXALTA - RAL6021 SATIN	GLOSSY
V9001672	SLJ09G	AKZO INTERPON D1036 RAL7009	GLOSSY
V9001733	AE70018800020	AXALTA RAL8000 SEMI GLOSS	GLOSSY
RAL 3005	AE70013860325	AXALTA RAL3005 SEMI GLOSS	GLOSSY
RAL 9017	AE70014900725	AXALTA RAL9017 GLOSSY TRAFFIC BLACK	GLOSSY
RAL 6028	AE70016720325	AXALTA RAL6028 SEMI GLOSS	GLOSSY
RAL 7046	AE70017370125	AXALTA RAL7046 SEMI GLOSS	GLOSSY
RAL 8001	AE70018120225	AXALTA RAL8001 SEMI GLOSS	GLOSSY
RAL 8004	AE70018210125	AXALTA RAL8004 SEMI GLOSS	GLOSSY
RAL 3004	AE70013720125	AXALTA RAL3004 SATIN	GLOSSY
V9001862	AE70013301620	AXALTA RAL3016 CORAL RED	GLOSSY

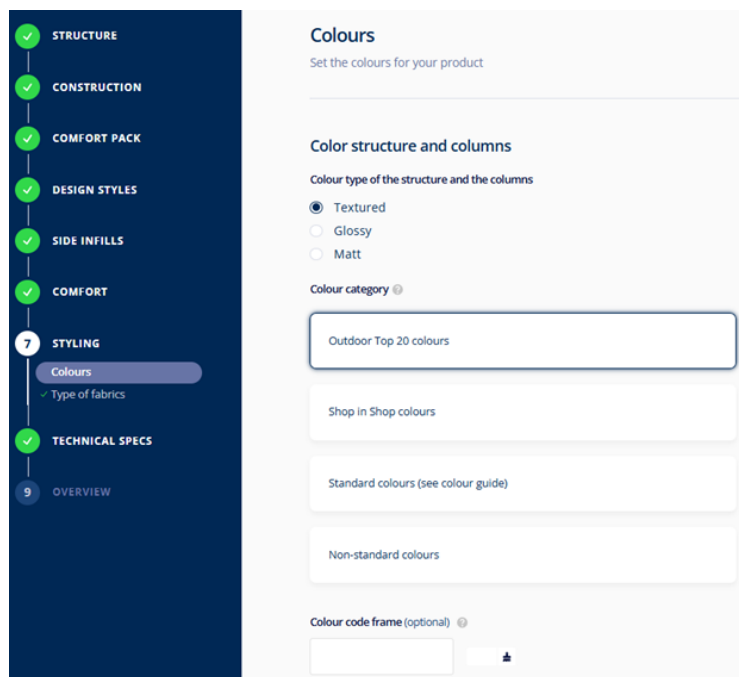
Color selection for RIO outdoor catalog

To ensure smooth and accurate color selection for Outdoor orders on RIO, colors are divided into four categories:

- **Outdoor top 20 colors:** From the Outdoor Top 20 swatch range.
- **Shop in Shop colors:** From the Shop in Shop module.
- **Standard colors:** As listed in the color guide.
- **Non-standard colors.**

When selecting a color from physical swatches, be sure to choose the corresponding swatch category in RIO to ensure accuracy.

Please note: This selection applies to Belgian production. In Dallas, we currently use only the 10 standard colors.



The screenshot shows the 'Colours' selection interface. On the left is a dark blue sidebar with a vertical list of menu items: STRUCTURE, CONSTRUCTION, COMFORT PACK, DESIGN STYLES, SIDE INFILLS, COMFORT, STYLING (highlighted with a green circle and number 7), TECHNICAL SPECS, and OVERVIEW (highlighted with a green circle and number 9). Under 'STYLING', 'Colours' is selected, and 'Type of fabrics' is visible below it. The main content area is titled 'Colours' with the subtitle 'Set the colours for your product'. It contains four sections: 'Color structure and columns' with radio buttons for 'Textured' (selected), 'Glossy', and 'Matt'; 'Colour category' with four buttons: 'Outdoor Top 20 colours' (selected), 'Shop in Shop colours', 'Standard colours (see colour guide)', and 'Non-standard colours'; and 'Colour code frame (optional)' with an empty input field and a small icon.

To prevent incorrect choices, the designation "approx. RAL xxxx" has been removed from paint descriptions for colors approximating RAL shades. The updated 2025 Outdoor Color Guide reflects this change and is now available for download anytime via the Professional Portal. Make sure to reference the latest guide for accurate selections!

[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](#)

11.2024 - Customized Solutions

Something new is on the horizon. Renson is about to unveil an innovation that pushes boundaries, transforms ideas, and inspires bold thinking. Want to be among the first to know? **Stay tuned for our newsletter on December 19th!**

[Back](#)

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.



[Back](#)

09.2024 - New Handy Color Chart Available!

Now, alongside the color guide, you can easily reference a color chart that provides a quick overview of the Top 20 colors, Shop-in-Shop colors. *Soon available also for the Top 10 Algarve and aero colors produced in Dallas.* This chart includes both the RAL color and its corresponding powder code for easy selection.

In RIO, you may notice multiple powder codes listed for the same RAL color. When placing an order for a Top 20 or Shop-in-Shop color, be sure to select the correct powder code in RIO to ensure accuracy.

The [color chart](#) is available digitally, ensuring you always have access to the most up-to-date version.

[Back](#)



OUTDOOR TOP 20

Strukturlak - koel | Laque structuré - froid | Strukturack - kühl | Textured coating - cool



Strukturlak - warm | Laque structuré - chaud | Strukturack - warm | Textured coating - warm



Strukturlak - wit | Laque structuré - blanc | Strukturack - weiß | Textured coating - white



Strukturlak - metallic | Laque structuré - métallique | Strukturack - metallic | Textured coating - metallic



OUTDOOR SHOP IN SHOP

Strukturlak | Laque structuré | Strukturack | Textured coating



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.

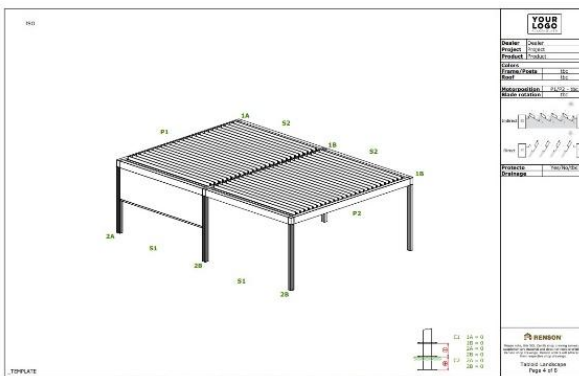
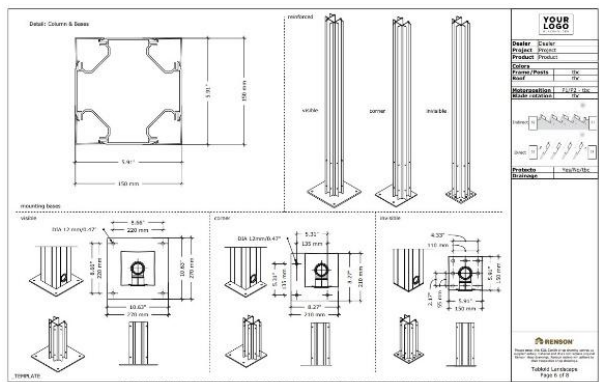
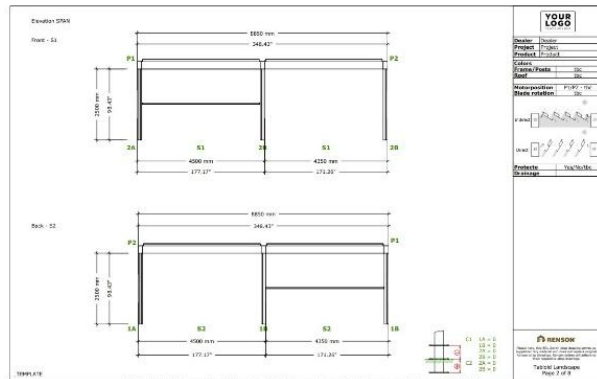
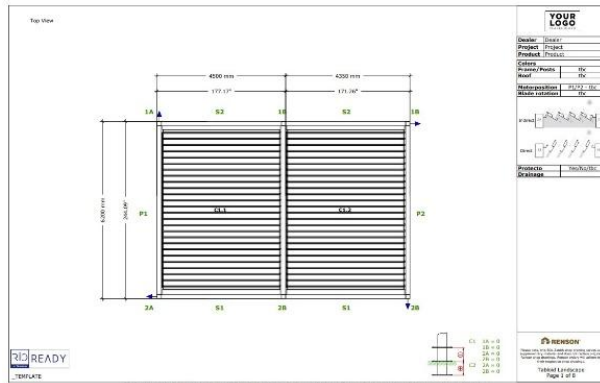
These shop drawings are designed to seamlessly integrate with our RIO platform, ensuring smooth data entry and accurate project specifications. Here's the services that our partner can provide to enhance your project:

- **'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](#)