



PRODUCT UPDATES & COMMUNICATION

LIGHTING

NEWSLETTERS 2026

- 03.2026 - Hourly rate technicians
- 03.2026 – Transport costs Service Outdoor
- 03.2026 – Why a service case?
- 01.2026 - Simplified returns process

NEWSLETTERS 2025

- 12.2025 - 'WINTER IS COMING'
- 10.2025 - Camargue & Algarve Demo Cases
- 02.2025 - Warranty Outdoor: new registration procedure
- 02.2025 - Renson Service return policy
- 01.2025 - RIO help texts
- 01.2025 - Order separate profiles from price list

NEWSLETTERS 2024

- 12.2024 - Outdoor warranty 2025
- 10.2024 - Packaging: guidelines for preventing sun damage
- 09.2024 – Camargue: Extension cable for Lineo led
- 05.2024 - Benefits of an Outdoor Service Case

NEWSLETTERS 2026

03.2026 - Hourly rate technicians

To continue guaranteeing our quality and keeping our service at the highest level, we have adjusted the hourly rate for our technicians. The new rate is **€65.00 per hour** instead of €56.50.

This adjustment helps us continue investing in well-trained technicians, modern tools, and a service you can rely on today and in the future.

[Back](#)

03.2026 – Transport costs Service Outdoor

We would like to remind you that since January 2026, the same transport rates apply for paid Outdoor Service cases as for Sales.

[Back](#)

03.2026 – Why a service case?

As a technician, we prefer to solve a problem immediately. That is only possible when all parts are available.

With a **supplemented service case** or a **standard set of spare parts**, you avoid extra trips, rescheduling and lost time at your customer's site.



How does it work exactly?

Whenever you replace a part at a customer's site, you create a **service order/request** in RIO for the customer's project. The used part is automatically reordered and the history remains correct.

--> Is the original order still under warranty?

Then you receive a warranty part. As soon as we receive the defective part back, it will be credited.

--> Has the warranty expired?

Then you receive a paid part. The warranty on the new part starts from the invoice date.

This way, your administration and warranty tracking remain clear, and your service case stays fully stocked.

How long can a part remain in my car?

There is no problem. A part may remain in your service case for a longer time — it does **not** lose its warranty. The warranty only starts once the part is finally installed at the customer's site.

Order your service case easily via these article numbers in RIO:

Parts IO: 6357

Parts RTS: 261

Parts RTS USA: 263

[Back](#)

01.2026 - Simplified returns process

Since January 2025, you no longer need to send returns yourself. Until now, our service department always requested sizes, weights and contact details to book your return with DHL. Feedback showed us that this caused extra administration and delays — something we naturally want to avoid.

That is why we are switching to **one standard return address and fixed return details**. To ensure everything is processed correctly, we kindly request that you complete the form via [this link](#).

This will enable us to streamline the returns process considerably — for both you and us. The current returns policy remains unchanged:

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 2025

12.2025 - 'WINTER IS COMING'

Winter is just around the corner, which means it's time to make your patio cover winter-proof. With a few simple precautions, you can prevent damage and extend the life of your installation:

- **Frost:** Do not close the slats completely! If the slats freeze together, damage may occur during operation.
- **Snow:** In heavy snowfall, place the slats of the roof in a vertical position to avoid overloading the roof.
- **Fixscreen:** Roll up the screens so that they do not get damaged or dirty.
- **Sliding glass panels or Loggia:** Open the side panels so that the canopy remains as open as possible. This prevents both the panels and the canopy from catching too much wind.

Do you have any questions? Feel free to call us, we are happy to give you personal advice!

[Back](#)


10.2025 - Camargue & Algarve Demo Cases

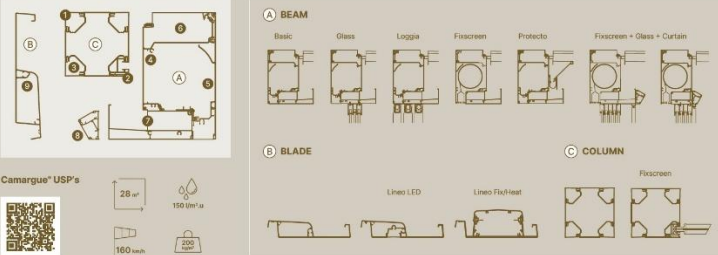
The **demo cases** for our **Camargue** and **Algarve** models are now available with an updated look and feel. This update gives them a modern and professional appearance, in line with our current branding and presentation. Important to note: the contents of the cases remain unchanged, so even if you already have an existing case, you will still be perfectly equipped.



Would you like to receive the new version?

Simply order it now in the usual way on RIO.

Camargue®





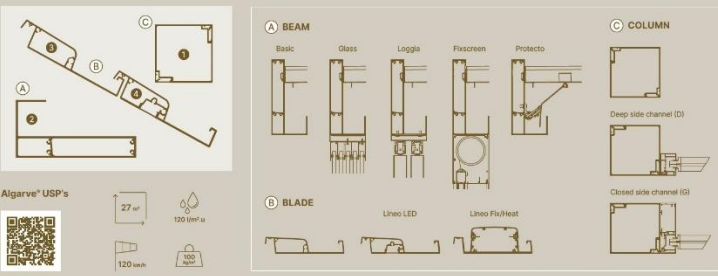
Camargue® USP's

- 28 m²
- 150 l/m²/a
- 160 kWh
- 100 kWh

EN: 1. Ducting 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. Gedeingsprofiel (screens) / 2. Hoekafwerkingsprofiel / 3. Colomno LED / 4. Dakrandprofiel / 5. Afdekcap zijkant / 6. Afdekcap bovenkant / 7. Watergoot / 8. UpDown LED / 9. Lamel
FR: 1. Couilles 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. Lamelle
DE: 1. Führungspprofil (Screens) / 2. Eckabschlussprofil / 3. Colomno LED / 4. Dachrandprofil / 5. Abdeckkappe Seite / 6. Abdeckkappe Oberseite / 7. Wasserabfussrinne / 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 (screens) / 2. Profilo di finitura angolare / 3. Colomno 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

Algarve®




Algarve® USP's

- 27 m²
- 130 l/m²/a
- 120 kWh
- 100 kWh

EN: 1. Column with invisible screws / 2. Span-Pivot beam with integrated water gutter / 3. Blade / 4. Lineo LED
NL: 1. Kolom met onzichtbare schroeven / 2. Span-Pivot balk met geïntegreerde watergoot / 3. Lamel / 4. Lineo LED
FR: 1. Colonne avec des vis invisibles / 2. Poutre Span-Pivot avec gouttière intégrée / 3. Lama / 4. Lineo LED
DE: 1. Pfosten mit unsichtbar verbauten Schrauben / 2. Span-Pivot-Träger mit integrierter Wasserabfussrinne / 3. Lamelle / 4. Lineo LED
ES: 1. Columna con tornillos invisibles / 2. Perfiles Span-Pivot con canalización de agua integrado / 3. Lama / 4. Lineo LED
IT: 1. Colonna con viti invisibili / 2. Trave Span-Pivot con grondaia integrata / 3. Lama / 4. Lineo LED

Algarve demo case – Order number: 2002073

[Back](#)

02.2025 - Warranty Outdoor: new registration procedure


Good news! As of January 2025, the registration procedure for a patio cover warranty has been greatly simplified.

What's new?

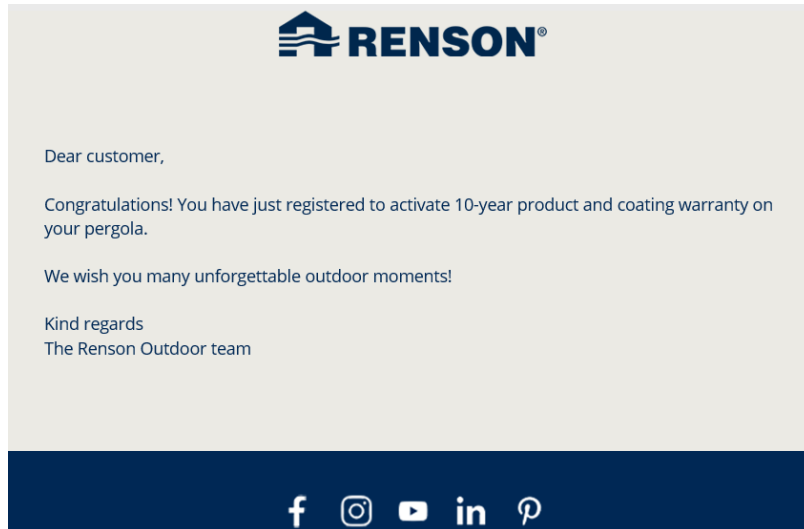
The end customer must still register his or her canopy via the online contact form on our website: <https://renson.net/qrcode/warranty>. An additional selection was added there to check whether it is a 2024 or 2025 terrace cover.

- *Orders of 2024:* here the old procedure is still active and you will receive a voucher code for a free Maintenance Set.
- *Orders from 2025:* no voucher code needed anymore! The Maintenance Set is automatically included with the patio cover during installation.

WARRANTY REGISTRATION

<input type="text" value="First name*"/>	<input type="text" value="Name*"/>
<input type="text" value="Postal code*"/>	<input type="text" value="Town/city*"/>
<input style="border-bottom: 1px solid #ccc;" type="text" value="Belgium"/>	<input type="text" value="Email address*"/>
	<small>We will use this e-mail address to confirm your registration</small>
When was the patio cover ordered?*	
<input checked="" type="radio"/> 2024	
<input type="radio"/> 2025	
<input type="text" value="Purchased via*"/>	<input type="text" value="Installation date*"/>
<input type="text" value="Warranty number*"/>	
<small>Size: 1234567890_001000</small>	
<input type="checkbox"/> I'm not a robot 	
<input type="button" value="Send"/>	

The end customer will also receive a confirmation email of this after successful registration.



[Back](#)

02.2025 - Renson Service return policy

With some defective parts we ask you to return them so that we can carry out further analysis or additional processing on them. On this basis we can then determine the warranty correctly and decide whether a credit note can be issued or a new part can be delivered.

To enable a smooth processing of these returns, we ask you to please read the **Renson Service return policy** below thoroughly and follow it for any returns.

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:

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:

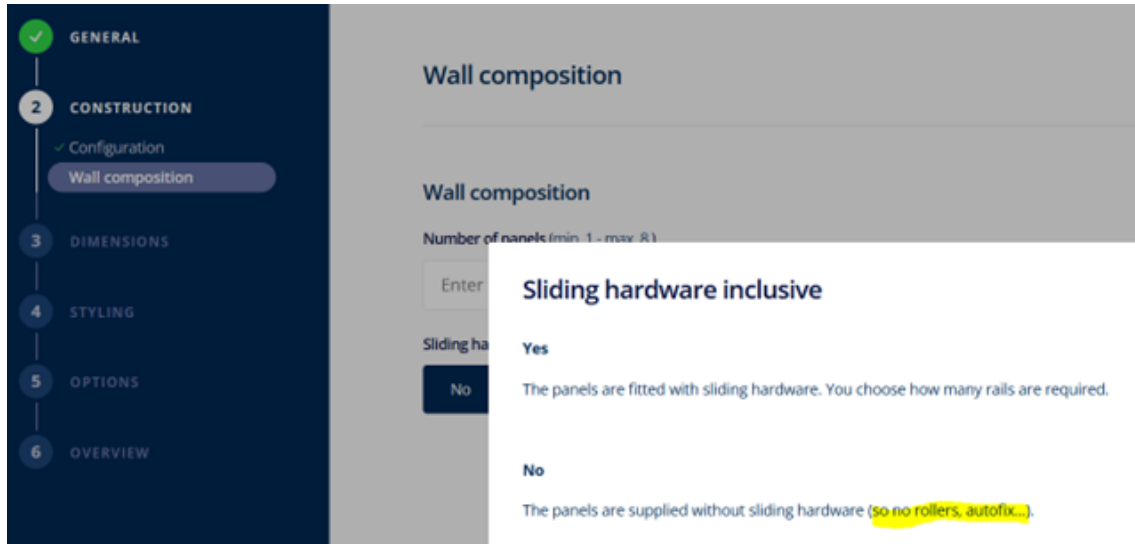
- If the defect is determined to be caused by customer error, external factors, or incorrect use, the warranty will no longer apply.
- If the returned goods are found to be in working order and not defective, no warranty coverage will be provided.

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

[Back](#)

01.2025 - RIO help texts

We like to remind you again of the importance of the help texts on RIO, which can give more clarification about your configuration. For example, if you configure Outdoor Loggias to size and do not specify any sliding hardware, you will only order the panel (without sliding hardware). Then you will still have to provide all the sliding fittings (rails, roller systems, stoppers...) yourself. So always consult the question mark for the necessary additional explanations during your order.




[Back](#)

01.2025 - Order separate profiles from price list

As of February 1st it will be possible to order standard profiles, as included in the Outdoor pricelist (p.53), on RIO. These profiles are immediately painted in the color of the canopy and delivered together. This allows you to finish your project quickly, easily and beautifully.

Standard aluminium profiles

CONFIGURE



The screenshot shows a web interface for configuring aluminium profiles. On the left is a dark blue sidebar with three menu items: '1 DIMENSIONS' (selected), '2 STYLELINE', 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' containing 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. 8000)' with the placeholder text 'Enter the length' and a unit indicator 'mm'.

[Back](#)

NEWSLETTERS 2024

12.2024 - Outdoor warranty 2025

From 2025, the different warranty periods per patio cover, accessory or component will be simplified. The product warranty on Lapure will change from 5 years to 10 years. Thus, all patio covers from Amani to Lapure will have the same 10-year product warranty.

The warranty on Somfy sensors is 5 years. Adhesion, color and gloss of the paint also receive a 10-year warranty. **Thus, from 2025, we are talking about a 10-year general product and paint warranty after registration.**

Product information: General information & warranty

The registration process is also greatly simplified.

The end customer will still receive 1 free Maintenance Set. This is no longer done via a voucher code, but the Maintenance Set is now automatically delivered with the roofing. The cumbersome procedure for you as a Renson Ambassador/distributor disappears completely. Only the end customer is expected to register via a contact form on our website.

[Back](#)

10.2024 - Packaging: guidelines for preventing sun damage

To prevent damage to the products, we would like to remind you of the importance of never leaving the boxes in direct sunlight. In addition, it is also a good idea to keep the profiles wrapped in bubble wrap out of full sunlight. This could cause the bubble wrap to burn into the paint. You can recognize the possible consequences of this in the images below.



[Back](#)

09.2024 – Camargue: Extension cable for Lineo led

When a Camargue is built with the pivot against the wall, in some cases during installation one wants to move the controls to the tension beam. This is to avoid having to detach the top cover on the wall in case of any intervention.

The optional waterproof wall seal allows easy removal of the top cover on the wall without having to cut the wall seal.

If the installer does opt to move the controls to the tension beam, the 3m cable to the Lineo LED may be too short in some cases. Therefore, for Camargue configurations with pivot to the wall and in combination with Lineo-Led, we have added an additional question in Rio. You now have the option to add additional Led extension cables immediately.

[Back](#)

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

[Back](#)