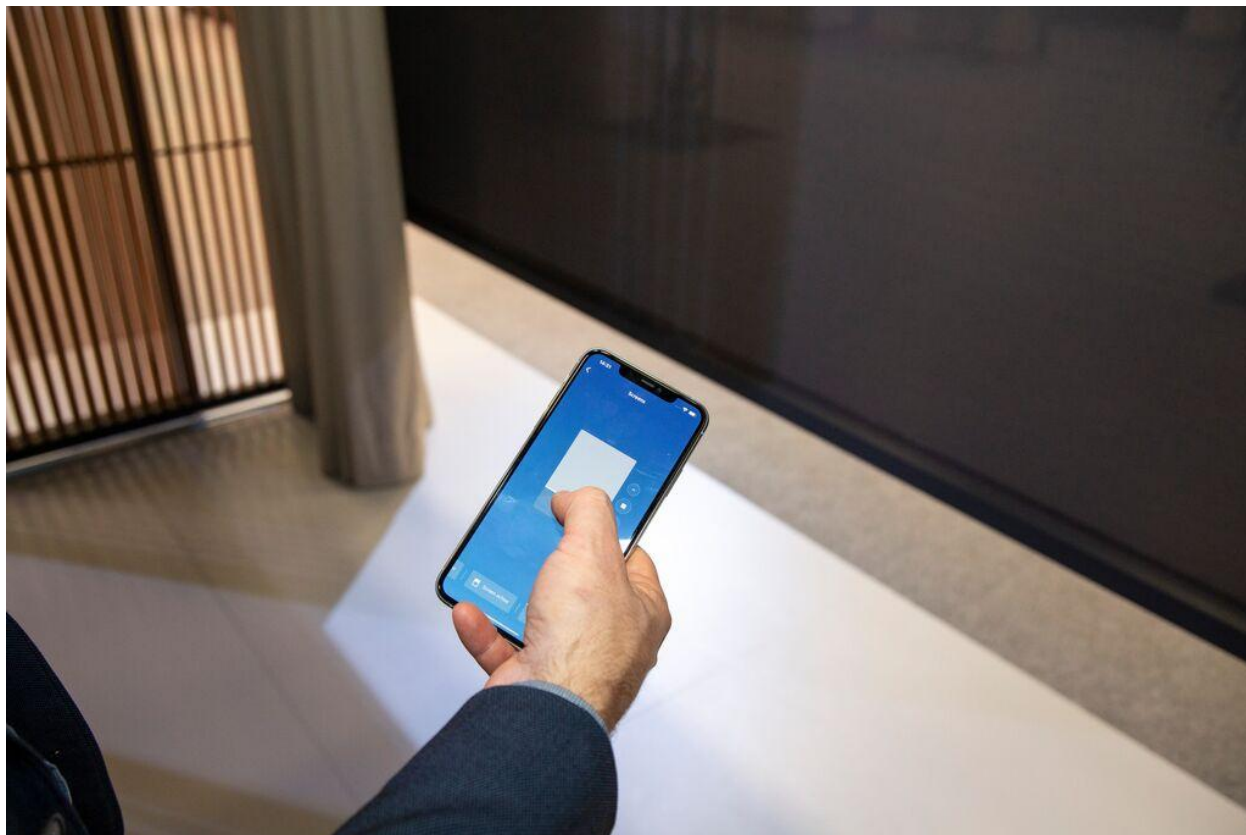




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NEWSLETTERS 2026

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.

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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.

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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

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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.

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NEWSLETTERS 2025

12.2025 – Dimmable RTS heating receiver

Important: Supplier Somfy has recently removed the dimmable RTS heating receiver from its product range! As a result, the following guidelines now apply in RIO:

- Countries where Somfy io is legally permitted:
For configurations with Lineo Heat or Heat Beam and a desired heating receiver, automation is only possible via Somfy io. In that case, a dimmable Somfy io heating receiver is automatically provided. Does the configuration not include a heating receiver? Then the choice between Somfy RTS and Somfy io remains possible.



- Countries where only Somfy RTS is legally permitted:
For configurations with Lineo Heat or Heat Beam and a desired heating receiver, we still provide a dimmable RTS heating receiver. We still have a limited stock of these and use them specifically for countries where RTS is mandatory.

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08.2025 - Hand transmitter io: 16-channel

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

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



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

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04.2025 - Motor controls orderable via RIO

Discover now our motor controls (Somfy RTS or io), easily ordered via RIO! Choose from complete sets or individual motor controllers without power supply. Thanks to clear designations and photos, you can easily make the right choice. Take a look at the complete 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	***

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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?

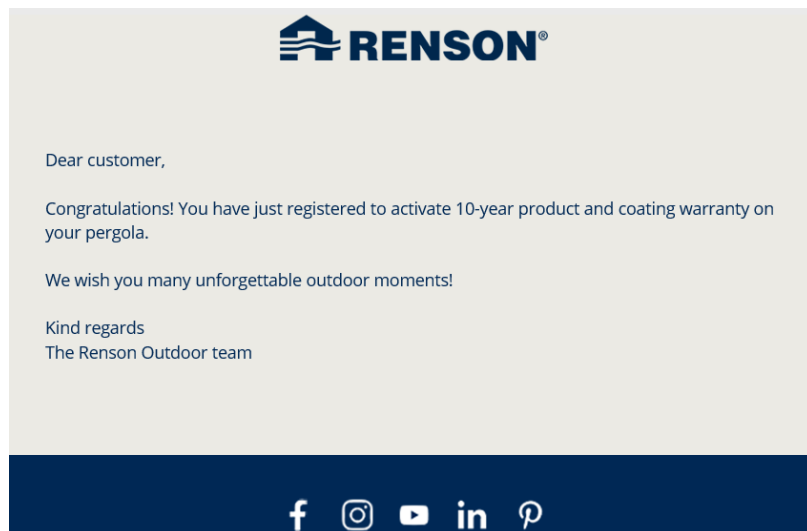
The end customer must still register his or her canopy via the online contact form on our website: <https://renson.net/qrcode/warranty>. An additional selection was added there to check whether it is a 2024 or 2025 terrace cover.

- *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

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  reCAPTCHA Privacy • Terms	
Send	

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



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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:

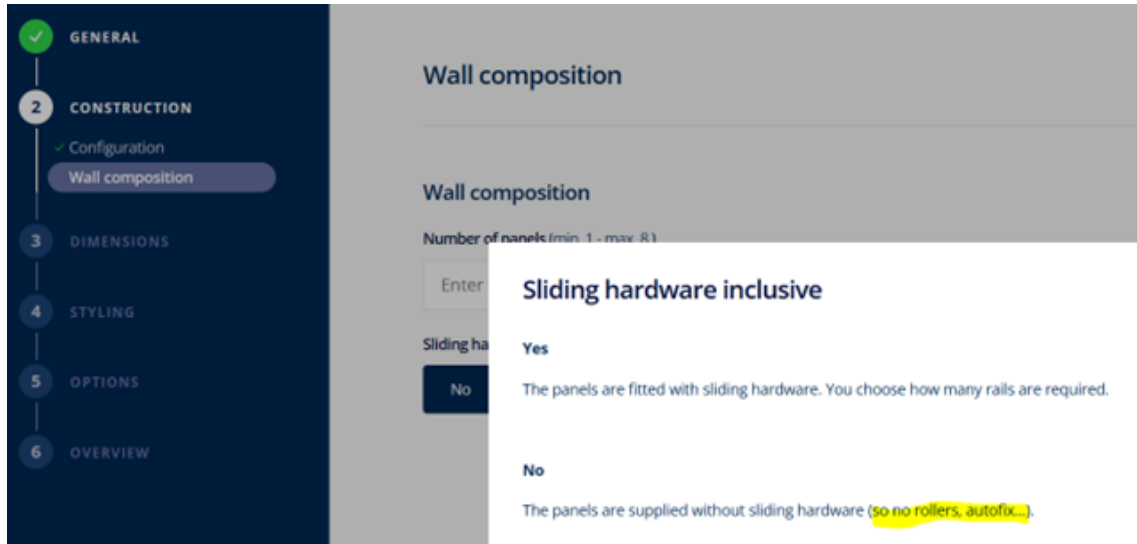
- If the defect is determined to be caused by customer error, external factors, or incorrect use, the warranty will no longer apply.
- If the returned goods are found to be in working order and not defective, no warranty coverage will be provided.

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

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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.



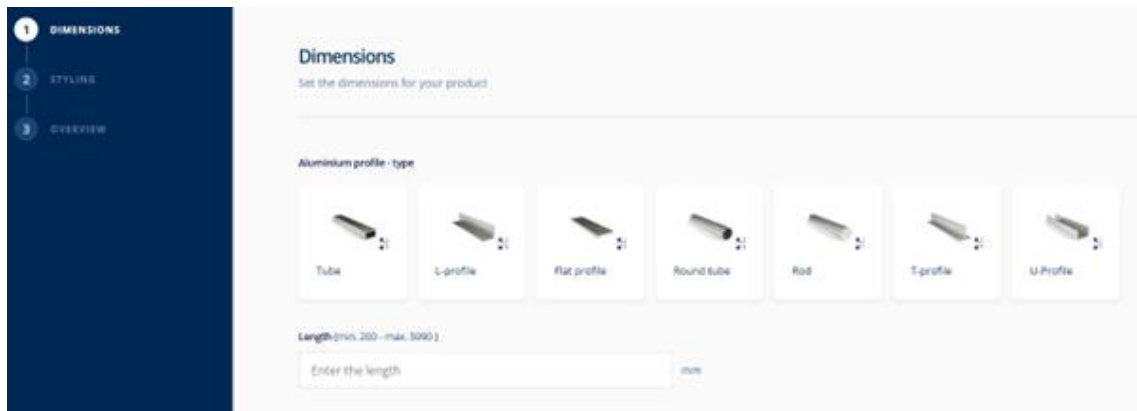
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01.2025 - Order separate profiles from price list

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 the 'DIMENSIONS' step of a configuration process. On the left is a dark blue sidebar with three items: '1 DIMENSIONS' (selected), '2 STYLELINE', 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 icon 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 dropdown menu currently set to 'mm'.

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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.

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12.2024 - Functioning of rain sensor

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

What is important from the PDF:

Problem 1: The rain sensor doesn't work properly

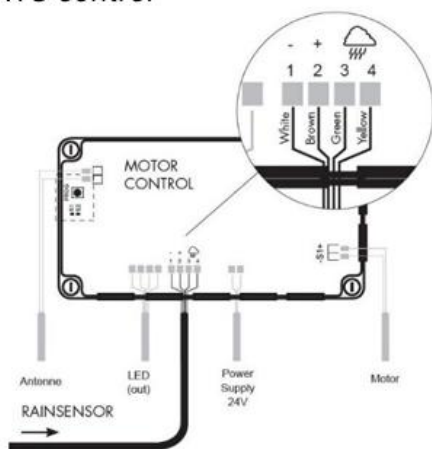
Solution: The rain sensor must be connected to one of the controls.

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

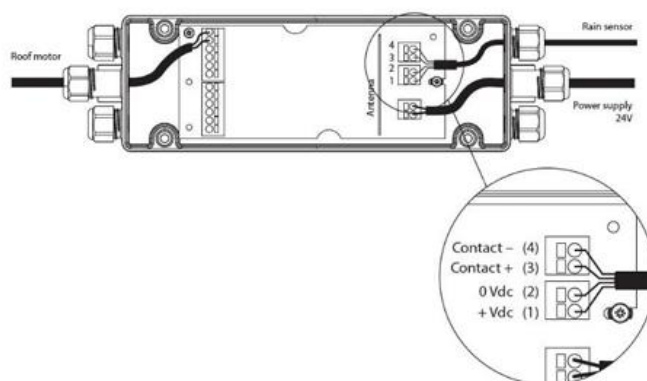
Problem 2: The blades stay open when it rains

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

RTS control



io control



2. Make sure the motor direction is correctly programmed

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

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

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

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

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

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

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



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

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

4. Check the temperature outside

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

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

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

The snow and frost position are standard not activated!

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

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

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

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

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

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

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06.2024 - Somfy RTS and Domotica control

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

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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

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04.2024 - Dimmable io heating receiver

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

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

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

Consult the modified [installation guide](#).

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