



PRODUCT UPDATES & COMMUNICATION

AERO

NEWSLETTERS 2026

- 04.2026 – Modifica ai colori standard
- 04.2026 – Montaggio a parete Aero e Algarve
- 04.2026 – Disegni AutoCAD
- 03.2026 - Tariffa oraria dei tecnici
- 03.2026 – Spese di trasporto del Servizio Outdoor
- 03.2026 – Perché un caso di assistenza?
- 02.2026 - Gamma di colori: modifica delle polveri Tiger
- 02.2026 - Aero / Aero Infinity - aggiornamento delle dimensioni standard
- 01.2026 - Change in standard colours
- 01.2026 - Simplified returns process

NEWSLETTERS 2025

- 12.2025 – Dimmable RTS heating receiver
- 12.2025 - 'Winter is coming'
- 11.2025 - Discontinuation: Axalta AE03107070320
- 09.2025 - New product videos available now
- 09.2025 - Product updates Lapure & Aero
- 08.2025 - Update powder colour codes
- 06.2025 - Indoor colour guide: Powder code SA021E (former AE80019164421)
- 05.2025 - Shop-In-Shop: wrong colour sample RAL 8014
- 04.2025 - Color Guide
- 02.2025 - Garanzia Outdoor: nuova procedura di registrazione
- 02.2025 - Renson Service return policy
- 01.2025 - Color guide 2025
- 01.2025 - RIO help texts
- 01.2025 - Order separate profiles from price list

NEWSLETTERS 2024

- 12.2024 - Outdoor warranty 2025
- 12.2024 - Functioning of rain sensor
- 11.2024 - Customized Solutions
- 10.2024 - Packaging: guidelines for preventing sun damage
- 09.2024 - Standard colours
- 05.2024 - Benefits of an Outdoor Service Case
- 04.2024 - Dimmable io heating receiver
- 04.2024 - Use of the colour guide

NEWSLETTERS 2026

04.2026 – Modifica ai colori standard

C'è un ulteriore aggiornamento sui nostri colori standard. Un colore Shop in Shop è stato rimosso dal gruppo dei colori standard. Ciò significa che ora ci sono **tre colori Shop in Shop che non sono più standard.**

Si tratta dei seguenti colori:

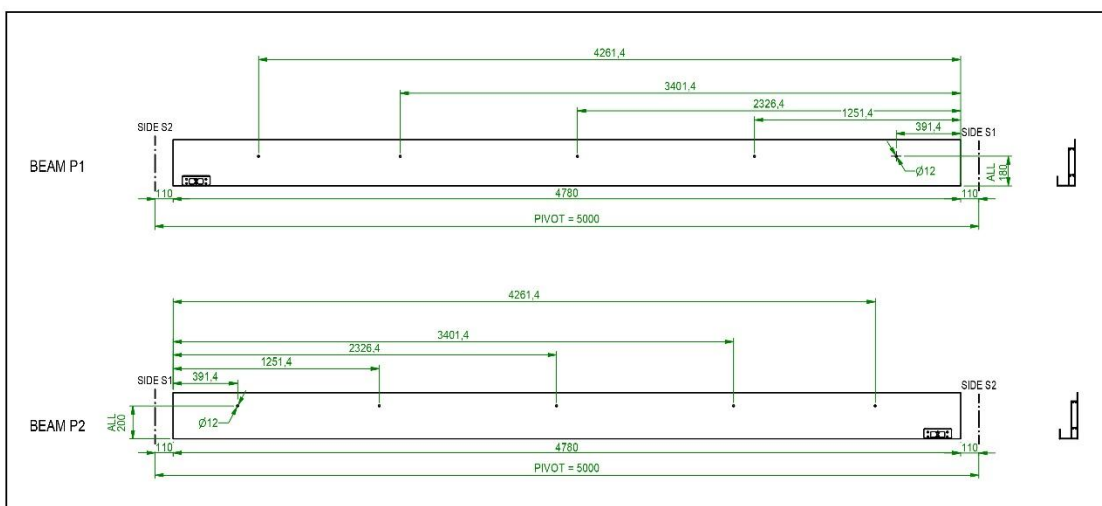
- AE30017702420 - RAL 7024 - Grigio grafite poliestere Architectural AE
- AE70018720125 - RAL 8014 - Marrone seppia Poliestere Architectural AE
- AE03056600820 - RAL 6008 - Axalta RAL6008 Fine Texture

Sia la guida ai colori che RIO sono stati completamente aggiornati. Potete trovare queste informazioni come sempre sul Portale Professional. Vi preghiamo di tenere conto di questa modifica quando effettuerete ordini futuri.

[Torna all'indice](#)

04.2026 – Montaggio a parete Aero e Algarve

D'ora in poi, potrete trovare facilmente la posizione dei fori di montaggio a parete per Aero da incasso o Algarve a vista durante la fase di preventivazione. Queste informazioni sono incluse nella seconda pagina dei disegni di sintesi. Ciò garantisce maggiore chiarezza e una preparazione più agevole per l'installazione. Se avete domande, non esitate a contattarci.



[Torna all'indice](#)

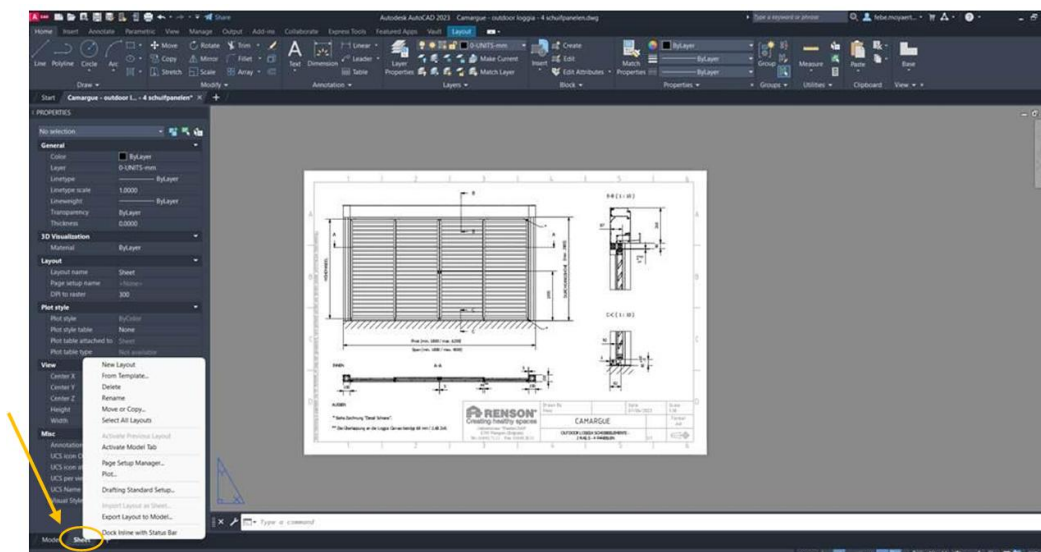
04.2026 – Disegni AutoCAD

Volete utilizzare i disegni AutoCAD dal nostro Portale Professionale, ma copiarli in un nuovo file non sempre funziona. Per aiutarvi a procedere in modo rapido e senza intoppi, abbiamo aggiunto una breve guida passo passo che vi permette di trasferire i disegni in un nuovo file senza alcun problema.

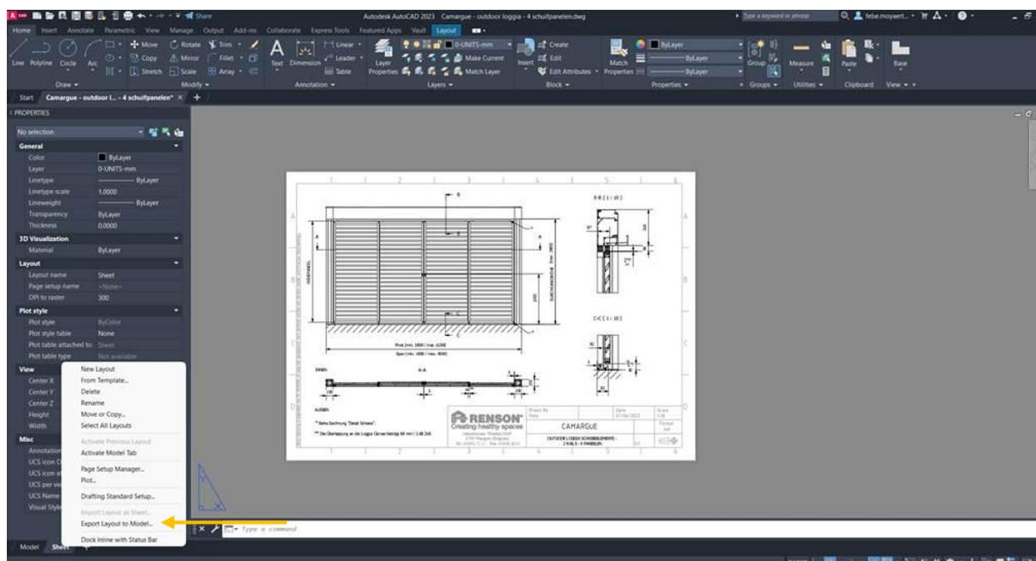
Cosa è importante dal PDF:

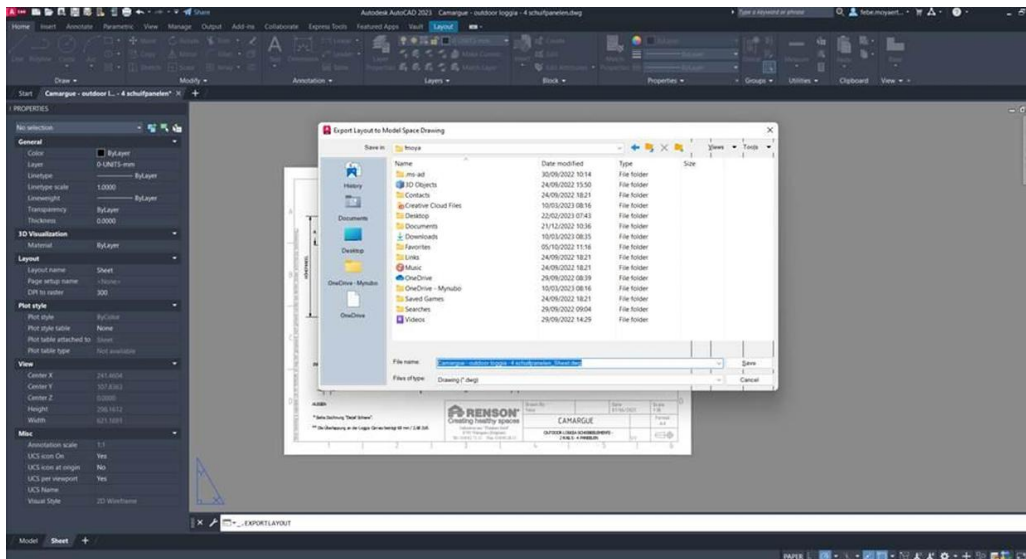
AutoCAD

A. Vai alla scheda layout e fai clic con il tasto destro del mouse sulla scheda.

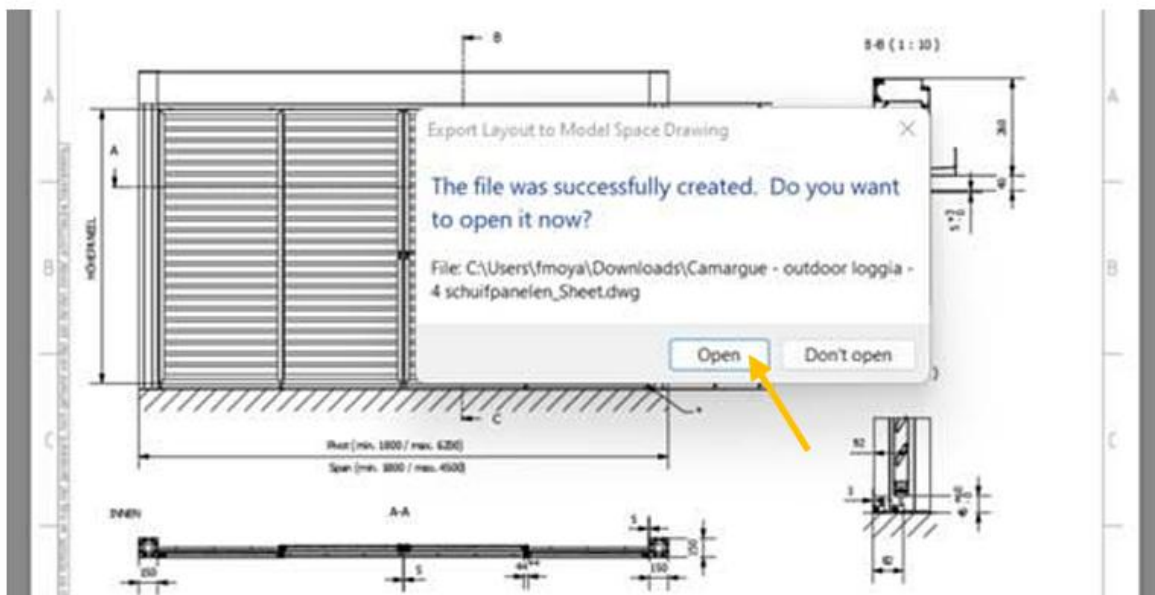


B. Appare un menu. Fai clic su Esporta layout nel modello. Il software ti chiede ora di salvarlo come un nuovo file.

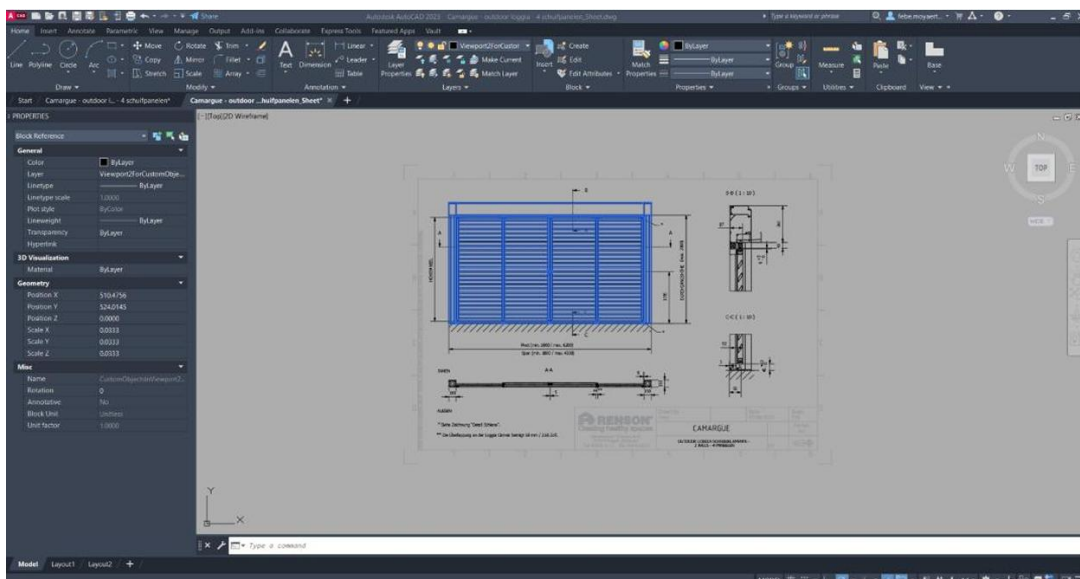
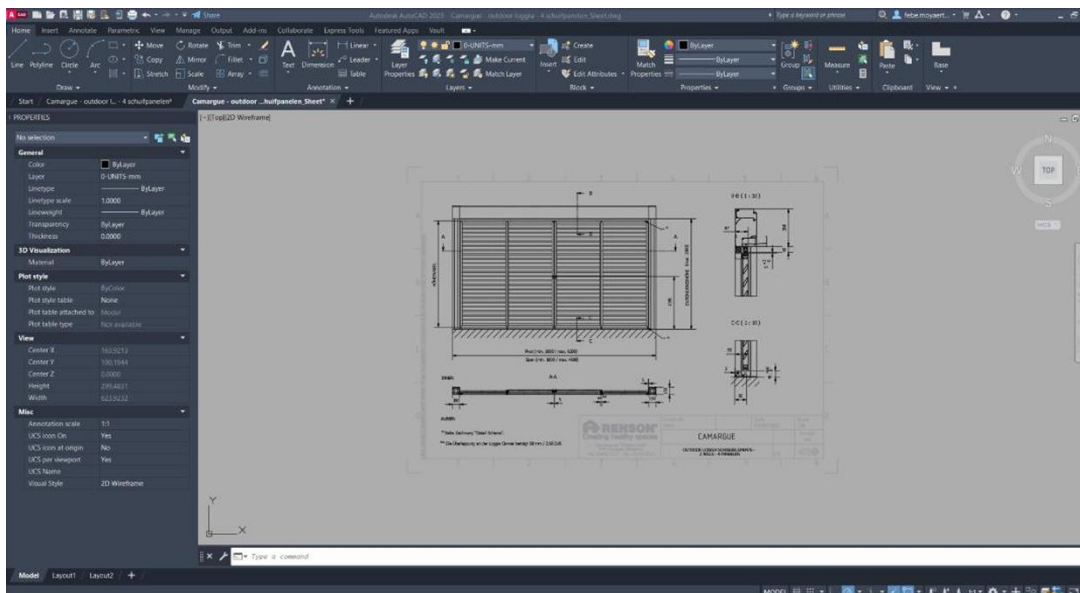




C. Dopo aver salvato il nuovo file, il software ti chiede di aprirlo. Fai clic su «Apri».



- D. Il nuovo disegno si apre e appare nella scheda Modello.
Ora puoi selezionare e copiare le viste del modello.



[Torna all'indice](#)

03.2026 - Tariffa oraria dei tecnici

Per continuare a garantire la nostra qualità e mantenere il nostro servizio ai massimi livelli, abbiamo adeguato la tariffa oraria dei nostri tecnici. La nuova tariffa è di **65,00 € all'ora**, anziché 56,50 €.

Questo adeguamento ci aiuta a continuare a investire in tecnici ben preparati, attrezzature moderne e un servizio su cui potete contare sia oggi che in futuro.

[Torna all'indice](#)

03.2026 – Spese di trasporto del Servizio Outdoor

Desideriamo ricordarvi che, a partire da gennaio 2026, al Servizio Outdoor a pagamento si applicano le stesse tariffe di trasporto previste per il reparto Vendite.

[Torna all'indice](#)

03.2026 – Perché un caso di assistenza?

In qualità di tecnici, preferiamo risolvere i problemi immediatamente. Ciò è possibile solo quando si dispone di tutti i ricambi.

Grazie a un **fascicolo di assistenza complementare** o a un **set standard di ricambi**, si evitano spostamenti aggiuntivi, modifiche alla programmazione e perdite di tempo presso la sede del cliente.



Come funziona esattamente?

Ogni volta che sostituisci un pezzo presso la sede di un cliente, devi creare un **ordine o una richiesta di intervento** in RIO per il progetto del cliente. Il pezzo utilizzato viene riordinato automaticamente e la cronologia rimane corretta.

--> L'ordine originale è ancora in garanzia?

Allora riceverai un pezzo in garanzia. Non appena riceveremo il pezzo difettoso, ti verrà rimborsato l'importo.

--> La garanzia è scaduta?

Allora riceverai un pezzo a pagamento. La garanzia del nuovo pezzo decorre dalla data della fattura. In questo modo, la tua amministrazione e il monitoraggio della garanzia rimangono chiari, e la tua cassetta di servizio rimane completamente rifornita.

Per quanto tempo un pezzo può rimanere nella mia auto?

Non c'è alcun problema. Un ricambio può rimanere nel tuo kit di assistenza più a lungo; **non** perde la garanzia. La garanzia decorre solo una volta che il ricambio viene installato definitivamente presso la sede del cliente.

Richiedi facilmente il tuo kit di assistenza tramite questi codici articolo su RIO:

Ricambi IO: 6357

Ricambi RTS: 261

Ricambi RTS USA: 263

[Torna all'indice](#)

02.2026 - Gamma di colori: modifica delle polveri Tiger

Tiger ha trasferito diverse polveri opache della **serie 29 di TIGER Drylac** alla nuova **serie 18 di TIGER Drylac FlexCURE**. I prodotti della serie 18 sono **totalmente compatibili** con quelli della serie 29; **il colore, la brillantezza e le proprietà tecniche rimangono invariati**.

Per le polveri trasferite alla serie 18, i **codici delle polveri** nei nostri sistemi interni e nella piattaforma RIO cambieranno. **Solo le ultime cinque cifre del codice rimarranno invariate**.

Il seguente elenco offre una panoramica dei vecchi codici della serie 29 e dei nuovi codici corrispondenti della serie 18, in modo da poterli confrontare facilmente ed elaborarli nei vostri sistemi.

Le modifiche entreranno in vigore a partire dal 2 marzo 2026.

[Lista de códigos de polvo](#)

[Torna all'indice](#)

02.2026 - Aero / Aero Infinity - aggiornamento delle dimensioni standard

Finora, il modello Aero di RIO era disponibile di serie con **misura massima Span di 1800 mm e Pivot di 2615 mm**. Poiché spesso ricevevamo richieste di dimensioni più piccole, abbiamo **ridotto le dimensioni minime**:

- Span a partire da 1200 mm
- Pivot a partire da 1755 mm

Questa nuova apertura alare minima di **1200 mm** si applica anche al modello **Aero Infinity**.

[Torna all'indice](#)

01.2026 - Change in standard colours

From 2026, we will be updating our standard colours. As a result, **two Shop-in-Shop colours will be removed from the standard colour group:**

- AE30017702420 - RAL 7024 - GRAPHITE GREY Polyester Architectural AE
- AE70018720125 - RAL 8014 - SEPIA BROWN Polyester Architectural AE

Both the **colour guide** and **RIO** will be updated shortly. As always, you can easily find them on our Professional Portal. We kindly ask you to take this change into account when placing future orders.

[Torna all'indice](#)

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. FeedTorna all'indice 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.

[Torna all'indice](#)

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.

[Torna all'indice](#)

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!

[Torna all'indice](#)

11.2025 - Discontinuation: Axalta AE03107070320

From **14 November 2025**, **Axalta powder AE03107070320** is **no longer be available** in the **RIO Outdoor catalogue**. We have determined that this powder causes “clouding”, resulting in a finish that does not meet the desired quality standards.



Alternative: Tiger 067/80045

As an alternative, we offer the **Tiger powder 067/80045 (DB703)** as standard. This powder has a similar colour with only a minimal visual difference and provides a more attractive, consistent finish thanks to its QualiCoat Class 2 properties.



Practical information:

- In **RIO**, you will no longer be able to select the old Axalta powder during your Outdoor configuration. When selecting this powder code, a warning will appear with a reference to the new Tiger variant 067/80045 - TIGER DB703.
- This Tiger variant is currently a non-standard powder, but will of course be used for your Outdoor configurations at **no extra cost**. From 1 January 2026, this will officially become a standard powder.
- Given the minimal visual colour difference, the **SNS** and **TOP20 samples** will continue to be based on the old powder for the time being, but will also be adjusted in the future.

[Torna all'indice](#)

09.2025 - New product videos available now

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

These [USP videos](#) are perfect for use in your communication - both online and in your showroom.

[Torna all'indice](#)

09.2025 - Product updates Lapure & Aero

We're working on exciting updates on both Lapure and Aero, to be launched very soon. Due to the importance of those updates, a separate communication will follow in October in a dedicated newsletter.



We are delighted to inform you about some important product updates within our Outdoor product range. In this newsletter, you will discover:

- Updates to the **Aero**, with improvements that enhance both design and functionality.

All the necessary information about these innovations is clearly summarised below. This will ensure that you are fully informed and ready to provide your customers with the best possible advice.

AERO

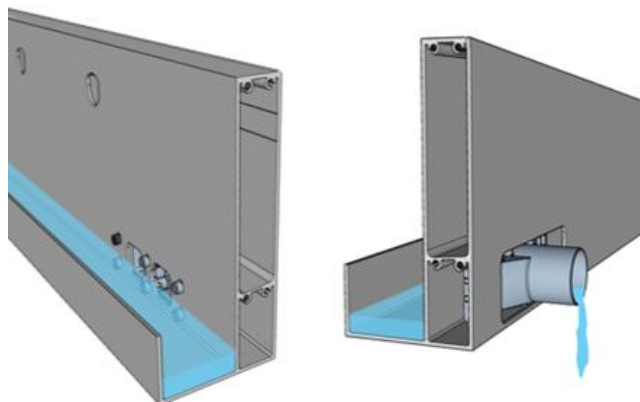
Several **product updates** have also been proposed for **Aero**. We are pleased to announce that these updates will also be applied to all new Aero orders **from 24 October** onwards.

[Link Webinar](#)

KEY UPDATES AT A GLANCE :

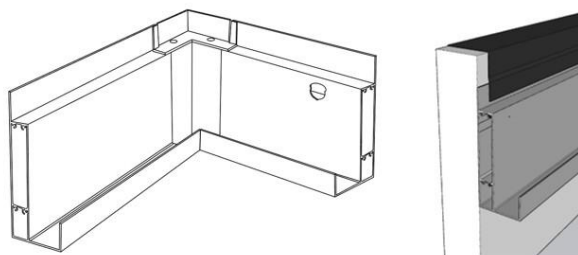
Renewed lateral water drainage

The **renewed lateral water drainage** runs completely through the lower chamber of the span or pivot profile. This makes the lower chamber a “**dry zone**”, which completely eliminates the risk of water infiltration into the corners.



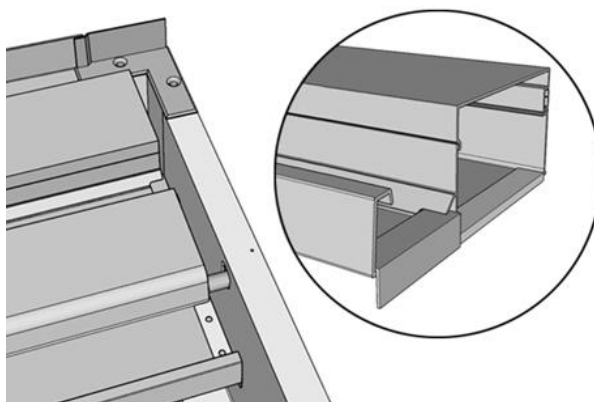
Customised profile with extra lip

When integrating an Aero, an optional **customised base profile with an extra lip** is available. This extra lip serves as a wall connection profile and significantly simplifies the watertight connection between the Aero and the surrounding structure. This makes a separate seal completely unnecessary, even under the motor.



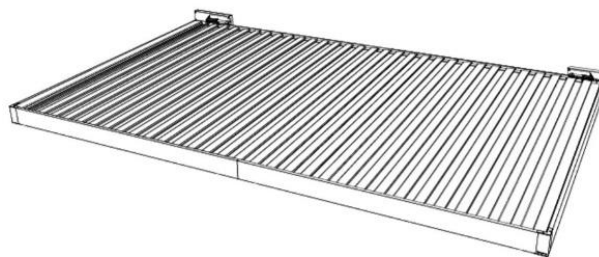
Shorter fixed blade and finishing blade

The **fixed blades and finishing blade** are now **shortened** to the same length as the standard blades and are equipped with a drip nose, according to the Camargue principle. This prevents water from remaining in the fixed blades, ensuring better drainage and a more sustainable solution.



Aero Infinity motor

With Aero Infinity, the motor for the second roof section is now positioned at the end instead of in the centre. **This makes it possible to fit a cover on this second motor as well**, ensuring a uniform and aesthetic finish on both sides.



[Torna all'indice](#)

08.2025 - Update powder colour codes

IGP Powders

Supplier IGP is replacing all powders starting with powder code '58' with a 98-99% identical powder that will start with powder code '56'. Powder codes starting with '58' will remain available while stocks last. After that, the switch to the new '56' powder codes will take place. Unless used side by side, an untrained eye will not be able to see any difference at all.

Tiger Powders

Powder manufacturer TIGER is replacing

- all powders from their 'Drylac® Series 68 fine structure' by the new 'Drylac® Series 67 Flexcure fine structure'.
- all powders from 'Drylac® Series 29 mat' by the new 'Drylac® Series 18 Flexcure mat'.

Therefore, powder codes beginning with '068' will be changed to '067' and those beginning with '029' will be changed to '018' on RIO.

This change has some consequences for the powder coating process, but does not influence colour, structure or gloss, and it neither makes any difference in terms of natural weathering.

Important note: Powder code 029/72362 is no longer available.

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
029/73570	Tiger RAL7016 matt	A2MG	018/73570

[Torna all'indice](#)

06.2025 - Indoor colour guide: Powder code SA021E (former AE80019164421)

Because of an error in our data, a wrong number (AE80019164421), was linked to our A2MG powder **SA021E** (Interpon D1036 - HOLLANDS WIT 9010 - Smooth Gloss).

So, in all orders where AE80019164421 was asked till now, we delivered the (similar) powder SA021E.

UPDATES:

- The powder code AE80019164421 was changed into SA021E, as well in RIO as in our online colour guides.
- There will be no change of delivered colour. Only the code is corrected.
- Code AE80019164421 is no longer available in RIO.

Indoor color guide: Replacement powder codes 068

Powder producing company TIGER is replacing all powders from their 'Drylac® Series 68 fine structure' by the new 'Drylac® Series 67 Flexcure fine structure'. This change has some consequences for the powder coating process, but **does not influence colour, structure or gloss**, and it neither makes any difference in terms of natural weathering.

Powder codes starting with '068' will start with '067' on RIO from 07/07/2025.

List of involved A-powders:

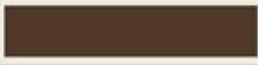
Old powder code	Description	Renson powder category	New powder code
068/10079	Fine texture Traffic White	A2T	067/10079
068/10259	RAL 9010 Fine texture	A2T	067/10259
068/70190	Anthracite grey fine texture	A2T	067/70190
068/71291	RAL 7039 Matt Fine Texture	A3T	067/71291
068/71752	RAL 8019 TC Fine structure 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

[Torna all'indice](#)

05.2025 - Shop-In-Shop: wrong colour sample RAL 8014

Structural paint RAL 8014 versus Sepia Brown

In last October's monthly update, we already mentioned that the powder belonging to the RAL plate labelled 'RAL8014' (the STR version) does not technically follow RAL color standards. Hence, the name in the color guide was changed to Sepia Brown.

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

Friendly reminder. please double check your Shop-In-Shop color swatches and module! If these color plates still state 'RAL 8014', we recommend that you immediately change the designation on the RAL plate to 'Sepia Brown', or order new color swatches Sepia Brown (powder code 029/60740) from RIO, which show the new designation. This way, deliveries with the wrong color can be avoided.



RAL 8014
Fine Texture RAL 8014
Polyester Architectural AE
Axalta AE03058801420



Sepia Brown
Sepia Brown
Fine texture Metallic
Tiger 029/60740

[Torna all'indice](#)

04.2025 - Color Guide

Twenty-seven new powders were added to the A powder series. These powders are now in stock and surcharges have been reduced to apply the powders.

Most of the powders are Qualicoat Class 2 powders and have superior UV resistance, the best quality and no extra 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

[Torna all'indice](#)

02.2025 - Garanzia Outdoor: nuova procedura di registrazione

Buone notizie! A partire da gennaio 2025, la procedura di registrazione per la garanzia di una copertura per patio è stata notevolmente semplificata.

Cosa c'è di nuovo?

Il cliente finale deve comunque registrare la propria copertura tramite il modulo di contatto online sul nostro sito web: <https://renson.net/qrcode/warranty>. È stata aggiunta un'ulteriore selezione per verificare se si tratta di una copertura per terrazza del 2024 o del 2025.

- *Ordini del 2024*: qui la vecchia procedura è ancora attiva e riceverai un codice voucher per un set di manutenzione gratuito.
- *Ordini dal 2025*: non è più necessario alcun codice voucher! Il set di manutenzione viene automaticamente incluso nella copertura per patio durante l'installazione.

WARRANTY REGISTRATION

First name* Postal code* Belgium ▼	Name* Town/city* Email address* We will use this e-mail address to confirm your registration
---	--

When was the patio cover ordered?*

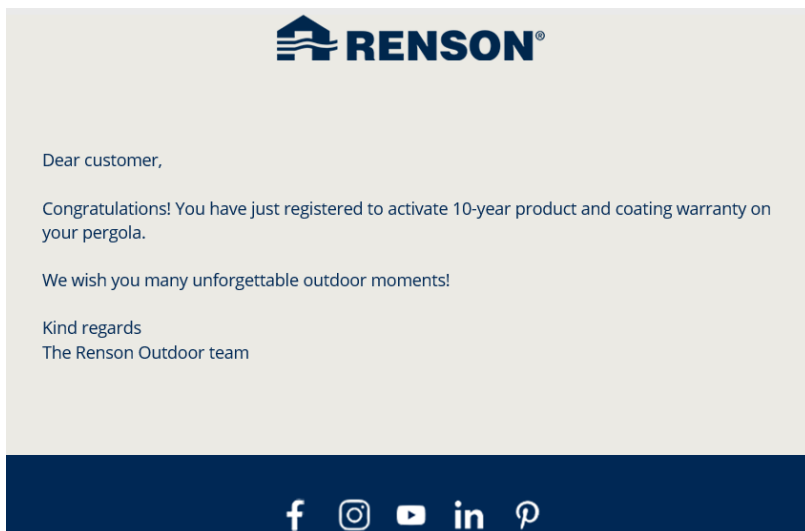
☒ 2024
☐ 2025

Purchased via* Warranty number* Size: 1234567890_001000	Installation date*
---	---

☐ I'm not a robot


Send

- Il cliente finale riceverà anche un'e-mail di conferma dopo la registrazione avvenuta con successo.



[Torna all'indice](#)

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.

[Torna all'indice](#)

01.2025 - Color guide 2025

New color guide 2025 online!

The following powders were added to the group of A powders. This expands the group of A powders to 292 powders.

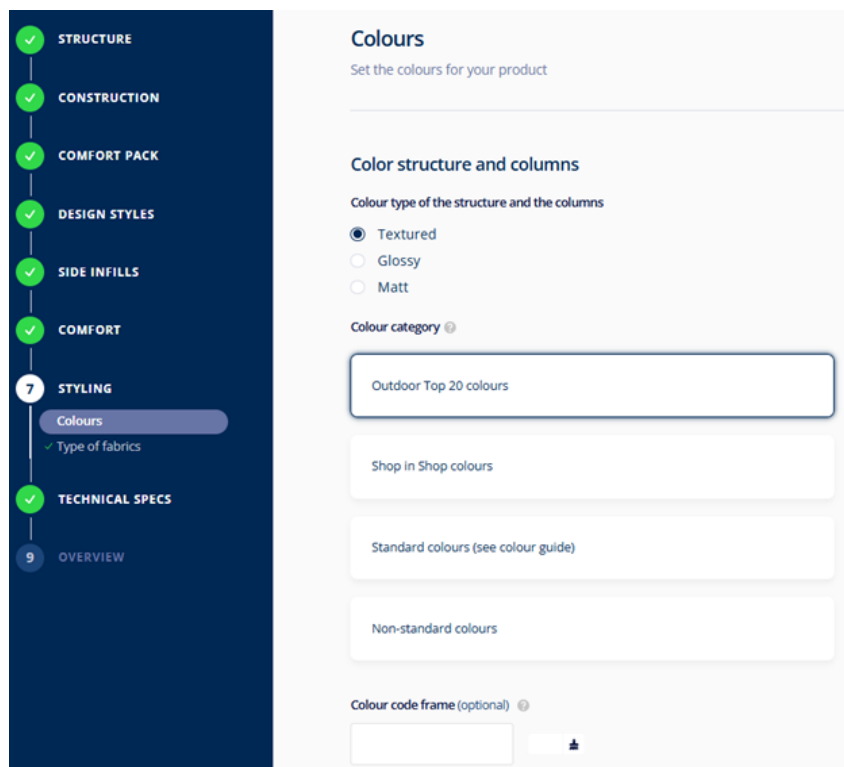
RAL 1002	AE70011960525	AXALTA RAL1002 SEMI GLOSS	GLOSSY
RAL 5015	AE70015400225	AXALTA RAL5015 SEMI GLOSS	GLOSSY
RAL 5001	AE70015820125	AXALTA RAL5001 SEMI GLOSS	GLOSSY
RAL 6012	AE70016870225	AXALTA RAL6012 SEMI GLOSS	GLOSSY
RAL 7003	AE70017520125	AXALTA RAL7003 SEMI GLOSS	GLOSSY
RAL 8011	AE70018510125	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 RIO Outdoor Catalog

In order to order the desired color in Outdoor orders smoothly and correctly on RIO, the color selection was divided into 4 categories:

- Outdoor Top 20 colors: these are all color swatches from the Outdoor Top 20 swatch range
- Shop in Shop colors: these are all the color swatches from the Shop in Shop module
- Standard colors: these are all the colors mentioned in the color guide
- Non-standard colors

If you have determined the color from the physical color swatches, choose the color swatch category in RIO to ensure the correct color.



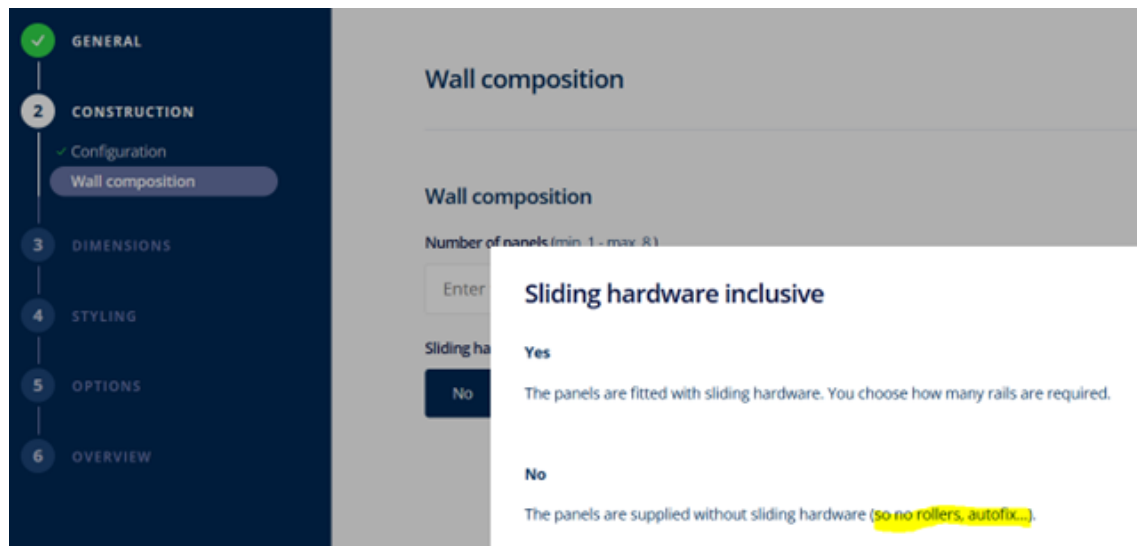
The screenshot shows the 'Colours' selection interface in the RIO Outdoor Catalog. On the left is a dark blue sidebar with a vertical list of menu items, each preceded by a green checkmark: STRUCTURE, CONSTRUCTION, COMFORT PACK, DESIGN STYLES, SIDE INFILLS, COMFORT, 7 STYLING (highlighted), TECHNICAL SPECS, and 9 OVERVIEW. Under the 'STYLING' section, 'Colours' is selected, and 'Type of fabrics' is also visible. The main content area is titled 'Colours' with the subtitle 'Set the colours for your product'. It features a section 'Color structure and columns' with the label 'Colour type of the structure and the columns'. Below this are three radio buttons: 'Textured' (selected), 'Glossy', and 'Matt'. Further down is a 'Colour category' section with four buttons: 'Outdoor Top 20 colours' (highlighted), 'Shop in Shop colours', 'Standard colours (see colour guide)', and 'Non-standard colours'. At the bottom, there is a 'Colour code frame (optional)' section with a text input field and a small icon.

Furthermore, the designation approx. RAL xxxx (for paints that approximate a RAL color) was removed from the description, this to avoid wrong choices. The Outdoor color guide of 2025 has been updated and can always be downloaded via the **Professional Portal**.

[Torna all'indice](#)

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.



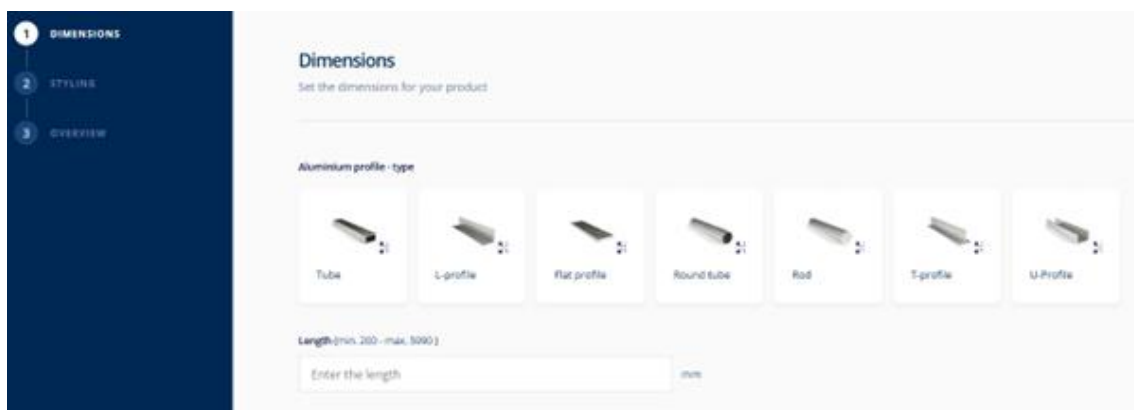
[Torna all'indice](#)

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' configuration step in the Renson RIO system. 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, under the heading 'Aluminium profile - type', there are seven selectable options, each with a 3D model 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'.

[Torna all'indice](#)

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.

[Torna all'indice](#)

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

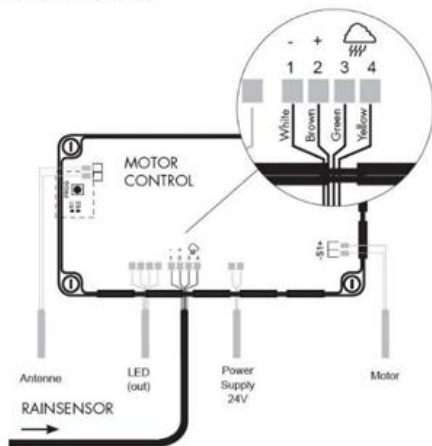
Solution: The rain sensor must be connected to one of the controls.

- 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.

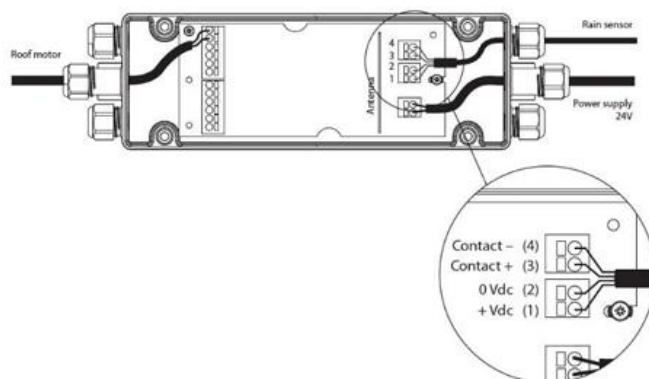
Problem 2: The blades stay open when it rains

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.

[Torna all'indice](#)

11.2024 - Customized Solutions

Something new is coming... A Renson elaboration that pushes boundaries, transforms ideas and inspires you to think big. **Curious? Keep an eye on the newsletter on 19 December!**

[Torna all'indice](#)

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.



[Torna all'indice](#)

09.2024 - Standard colours

In addition to the colour guide, there is now also a handy colour chart in which you have an overview of the Top 20 and Shop in Shop colours at a glance. In addition to the RAL colour, this colour chart also lists the powder code.

In RIO, you will find different powder codes for one RAL colour. If you wish to order a Top 20 or Shop in Shop colour, make sure you have selected the correct powder code when ordering in RIO.

The [colour chart](#) is provided digitally so that you always have the most recent version available.

[Torna all'indice](#)

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 Torna all'indice to the yard
- No overdue invoices from end customers

[Torna all'indice](#)

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](#).

[Torna all'indice](#)

04.2024 - Use of the colour guide

To avoid misunderstandings or wrong colours on delivery, we would like to remind you of our colour guide and how to use it correctly when entering a final colour in RIO.

- The colours in **bold** in the colour guide are equal to the **TOP 20** Renson Outdoor colours.
- The underlined colours correspond to the colours present in the Outdoor Shop-in-Shop display.

In the last column you can find the exact powder code corresponding to each colour. As always, you can easily consult the colour guide via our [Professional Portal](#).

[Torna all'indice](#)