

## Warranty certificate

Dear customer,

You have recently become the owner of a quality sunprotection screen from Renson NV.  
 We congratulate you on your wise choice. After final inspection your sunprotection screen was given the serial number that you can find in this booklet.

All the materials we use are top quality and suitable for their purpose. As a manufacturer of sunprotection screens, we guarantee our products for five years\*\* against any defects occurring during normal use and maintenance.  
 In the event of problems, always quote the serial number to your installer.

Because Renson NV places great importance on the quality of its products and on providing maximum satisfaction for our customers and end-users, we have drawn up special operating and maintenance instructions.

This guarantee certificate shall cover :  
 ZipShade® Medium / ZipShade® Medium Slim (F) / ZipShade® Large (F)

- \* 7- year guarantee on the ZipShade technology (excl. Freestanding (F): 5-year guarantee):
  - zip remains in side guides
  - maximum bonding of zip to fabric
- \*\* A 5-year guarantee also applies motors.  
 Concerning the coating of aluminium elements, a 10-year guarantee applies for the colour stability.  
 A 5-year guarantee applies on the gloss of the coated profiles.  
 A 2-year guarantee is given for the Crystal screen.



## User manual & warranty conditions

### 1 • Electrical specifications

Category	Rating
Power supply	120 Volt AC - 60Hz
Current	0,95 to 2.1 Amps (depends on motor type)
Output	110 to 250 Watt (depends on motor type)
Protection class	IP 44
Max. operating time	approx. 5 minutes

### 2 • Wind class

For information the following are the wind classes according to the DIN 13561:2004 standard.  
 ZipShade® Medium / ZipShade® Medium Slim (F) / ZipShade® Large (F) are conform wind class 3,  
 with standard fabric or blackout fabric (not freestanding).

Wind class	Wind force (on Beaufort scale)	Wind speed	Wind speed (mph*)
Class 0	Product not tested/not in compliance		
Class 1	4 bft	20 - 27 km/h	≈ 13 - 17 mph
Class 2	5 bft	28 - 37 km/h	≈ 18 - 24 mph
Class 3	6 bft	38 - 48 km/h	≈ 25 - 30 mph

### 3 • Function

Sunprotection screen for external use, specially designed to exclude the sun and create an optimal internal climate.  
 Depending on the type of fabric selected, the values for light permeability and heat protection may vary.  
 The specific design of the ZipShade makes it extremely resistant to wind gusts. The screens may unroll or roll up at different speeds if there is a combination of different systems, single or coupled systems, or systems with different dimensions.

At the outside, polyester blackout fabric can only be used under the dimensions and with the products as described in the technical documentation.  
 The ZipShade® Medium Slim F & ZipShade® Large F can only be used under the dimensions as described in the technical documentation.

\* Converted for your convenience. Rounding errors may occur, certificate is based on tests in km/h.

### User manual & warranty conditions

#### 4 • Guarantee

All materials used by RENSON® are top quality and suitable for their purpose. As a manufacturer, RENSON® guarantees its products for five years against any defects occurring during normal domestic use and regular maintenance. There is also a 5-year guarantee on the electronic controls. A 2-year guarantee is given for the Crystal screen (fully transparent fabric, used as window).

RENSON® guarantees its ZipShade technology for 7 years (excl. Freestanding (F): 5-year guarantee):

- zip remains in side guides.
- maximum bonding of zip to fabric.

The guarantee on the colour stability and gloss of the coating of aluminium profiles depends on the type of environment (non-aggressive versus aggressive environment) and the type of treatment:

Guarantee	Not aggressive environment	Aggressive environment (eg. coast, chemical industry, etc.)
Standard coating	10 year guarantee on coating - 5 year guarantee on gloss <i>Provided a restricted maintenance</i>	No guarantee
In accordance with the standard Seaside Quality A	10 year guarantee on coating - 5 year guarantee on gloss <i>Provided a restricted maintenance</i>	8 year guarantee on coating - 5 year guarantee on gloss <i>Provided a frequent maintenance</i>
Pre-anodisation	10 year guarantee on coating - 5 year guarantee on gloss <i>Provided a restricted maintenance</i>	10 year guarantee on coating - 5 year guarantee on gloss <i>Provided a restricted maintenance</i>

Restricted maintenance = twice a year, frequent maintenance = four times a year

Colour differences and spots can occur during the anodisation process. Anodisation is a process where the parameters are difficult to control. Tolerances are normal within this process and can bring colour differences.

RENSON® is not responsible for breakage of the glass (for example: by wrong mounting or irregular heating of the glazing).

The guarantee includes the supply of replacement parts, fitting on site by the installer, or a complete overhaul of the system by the manufacturer at his factory. In case a spare part is no longer available, a viable alternative is proposed as a replacement of the original part.

Fitting costs (travel + hourly rate) are not covered by this guarantee.

The guarantee period starts on the date of manufacture and refers only to the product itself, not to its installation.

The guarantee remains valid only if the product is used and maintained by the purchaser "as a good keeper" and in accordance with the instructions in this manual. Incorrect or abnormal use will void the guarantee.

Any defect for which a guarantee claim is being made must be notified to RENSON® by the customer in writing by a registered letter with acknowledgment of receipt, within one week of being identified, under penalty of dissolution of the right to appeal to the guarantee. Any form of compensation is excluded in case of a belated declaration. To be admissible, the guarantee claim must be accompanied by a copy of the RENSON® invoice and a copy of the order form, with information regarding the building site added. The customer has to be able to prove that all precautions have been taken to be able to fulfill all warranty conditions. The warranty is not renewed after a completed repair (under warranty). On completion of the repair, the customer is responsible to take all necessary precautions to avoid worsening or further damage.

Please always quote the serial number to your installer when reporting problems. The warranty provides no right to any compensation or reimbursement for consequential damages and does not cover any incidental physical injuries.

#### 5 • Usage conditions

##### Temperature

- Withstands normal ambient temperatures (-18°C (≈ -0°F\*) to +60°C (≈ 140°F\*), taking into account the motor's thermal protection).
- **Do NOT operate sunprotection screen in frosty conditions (if placed outside).**

##### Humidity

- Resistant to 100% moisture (rain).
- Do NOT hose at high pressure.
- **Do not use the sunprotection screen in heavy rain, snow or hail (if placed outside).**

##### Obstacles

- There should be no obstacles to prevent the screen being rolled up or down, e.g. planters, branches, etc.  
**Make sure there are no twigs or leaves on the fabric.**
- Never let your children play near moving screens.

##### Power supply

- Electric operation: see the electrical specifications of the motor in point 1
- See also specific power instructions.

##### Wind (only applicable if placed outside)

We strongly recommend the use of a wind sensor!  
Except when the value for rolling up is high enough <sup>(1)</sup>.

Provide the necessary sensors or programming within your Building Management System to take into account the usage conditions mentioned above. If it cannot be guaranteed that the above usage conditions have been complied with, then this provision is mandatory.

A) Combined with a window: tested for ZipShade with standard fabric (glassfibre/Soltis 86/92/93):

	Tested surface*	Wind guarantee in closed position*	Rolling up ability*	Rolling down ability*
ZipShade Medium** / ZipShade Medium Slim	8m <sup>2</sup> (4mx2m) ≈ 86ft <sup>2</sup>	130 km/h ≈ 80 mph	130 km/h <sup>(1)</sup> ≈ 80 mph	90 km/h ≈ 56 mph
	9m <sup>2</sup> (3mx3m) ≈ 97ft <sup>2</sup>	130 km/h ≈ 80 mph	120 km/h <sup>(1)</sup> ≈ 74 mph	90 km/h ≈ 56 mph
ZipShade Large**	20m <sup>2</sup> (6mx3,4m) ≈ 215ft <sup>2</sup>	90 km/h ≈ 56 mph	90 km/h <sup>(1)</sup> ≈ 56 mph	70 km/h ≈ 43 mph
	9m <sup>2</sup> (3mx3m) ≈ 97ft <sup>2</sup>	130 km/h ≈ 80 mph	130 km/h <sup>(1)</sup> ≈ 80 mph	130 km/h ≈ 80 mph

\*\* With the exception of IM1+ therefore, the following applies:

ZipShade Medium	foot 55mm ≈ 2.17 inch	10,8m <sup>2</sup> (4mx2,7m) ≈ 118ft <sup>2</sup>	80 km/h ≈ 50 mph	80 km/h ≈ 50 mph	50 km/h ≈ 31 mph
	foot 150mm ≈ 5.90 inch		80 km/h ≈ 50 mph	50 km/h ≈ 31 mph	25 km/h ≈ 16 mph
ZipShade Large	foot 55mm ≈ 2.17 inch	16m <sup>2</sup> (4mx4m) ≈ 172ft <sup>2</sup>	80 km/h ≈ 50 mph	80 km/h ≈ 50 mph	50 km/h ≈ 31 mph
	foot 150mm ≈ 5.90 inch		80 km/h ≈ 50 mph	50 km/h ≈ 31 mph	25 km/h ≈ 16 mph

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## User manual & warranty conditions

B) Freestanding: tested for Fixscreen with standard fabric (glassfibre)

	Tested surface*	Wind guarantee in closed position*	Rolling up ability*	Rolling down ability*
ZipShade Medium Slim	8 m <sup>2</sup> (3mx2,7m) ≈ 86ft <sup>2</sup>	80 km/h ≈ 50 mph	40 km/h ≈ 25 mph	20 km/h ≈ 13 mph
	10,8 m <sup>2</sup> (4mx2,7m) ≈ 118ft <sup>2</sup>	70 km/h ≈ 43 mph	35 km/h ≈ 22 mph	15 km/h ≈ 9 mph
ZipShade Large	16 m <sup>2</sup> (6mx2,7m) ≈ 172ft <sup>2</sup>	60 km/h ≈ 37 mph	30 km/h ≈ 18 mph	15 km/h ≈ 9 mph
	8m <sup>2</sup> (3mx2,7m) ≈ 86ft <sup>2</sup>	80 km/h ≈ 50 mph	57 km/h ≈ 35 mph	25 km/h ≈ 16 mph

C) Combined with a window: tested for Fixscreen with black-out fabric (Soltis B92):

	Tested surface*	Wind guarantee in closed position*	Rolling up ability*	Rolling down ability*
ZipShade Medium / ZipShade Medium Slim	5,4m <sup>2</sup> (2mx2,7m) ≈ 59ft <sup>2</sup>	130 km/h ≈ 80 mph	30 km/h ≈ 18 mph	25 km/h ≈ 16 mph
	16m <sup>2</sup> (4mx4m) ≈ 172ft <sup>2</sup>	80 km/h ≈ 50 mph	40 km/h ≈ 25 mph	40 km/h ≈ 25 mph
ZipShade Large	9m <sup>2</sup> (3mx3m) ≈ 97ft <sup>2</sup>	130 km/h ≈ 80 mph	60 km/h ≈ 37 mph	50 km/h ≈ 31 mph

Wind resistance in closed position depends on the screen dimensions (W x H) and is available on request of via RENSON® customers.

The rolling up and rolling down movement of the screen depends on the screen dimensions (W x H) and is also available on request of via RENSON® customers.

**IT IS IMPORTANT TO FOLLOW THE APPENDED INSTRUCTIONS FOR YOUR SAFETY. KEEP THEM IN A SAFE PLACE.**

## 6 • Safety

### Mechanical

- It is important only to use the system for its intended purpose.
- Never stand on the system.
- Always take care when opening the cap on the container.
- Never put your hand in moving parts and never place fingers between the profiles.
- Maintain the system at regular intervals and use only original replacement parts.
- Clean the system regularly.
- It is normal for a small crease to form in the fabric: do not tension the fabric.
- Never attach additional components or accessories to this product.  
Except for the specially by RENSON® developed accessories

### Electrical (if applicable)

- Prevent electrocution during maintenance using a plug or circuit-breaker close to the system (check there is no power to the device).
- If you have an automatic system, the cassette should be fitted with a lockable switch.
- The motor may overheat if the system is operated multiple times in succession. The thermal cut-out inside the system will make it inoperable for a while (approx. 10 minutes).
- Place the remote control out of reach of children.
- Check the cables for damage at regular intervals.
- Electrical components may only be modified with the permission of the manufacturer.
- If the motor cable is visible and installed outdoors, the cable needs to be protected by conduit or trunking which is sun resistant.

## 7 • Installation

### Opening the packaging

- The system is packed to protect it during storage and transport.
  - Always store in a dry place at normal temperature.
  - Transport and handle the system carefully.
- Check the packaging for signs of major damage.
- Open the packaging carefully.
  - If using sharp objects, be careful not to damage the paint.
  - Remove the system carefully from the packaging.

### Installing the system

- See installation instructions.

### Electrical connections (if applicable)

- See motor installation document.
- The mains connection should be made by a qualified electrician in accordance with applicable standards.

### Starting

- Check that all items match the installation instructions.
- Check that the electrical connections are in good condition and that no cables can become entwined in the system (if applicable).
- Roll the fabric up and down once (adjust the electric motor if necessary).

## 8 • Storage

- The products and/or the parts need to be kept in a dry and shaded place, away from all heat sources.

\* Converted for your convenience. Rounding errors may occur, certificate is based on tests in km/h.

### User manual & warranty conditions

#### 9 • Correct operation

##### Electric operation

- See enclosed technical manual (English version) for the particular motor type.
- Immediately turn the switch to the zero position if the motor makes a high-pitched noise. Contact the installer if you can't locate the cause yourself.
- If the motor end setting is no longer correct (e.g. the screen does not roll fully up or down), contact your installer.
- If your sunprotection screen has an automatic controller (automatic wind/sun system), it is advisable in the following cases to set the system to manual:
  - In winter, as operating the screen in frosty conditions could damage it.
  - If you are away from home for an extended period.

##### Manual operation

- Roll down by turning the rod anticlockwise.  
Stop turning once the fabric is fully unrolled.  
If you continue turning, the fabric will hang loose.  
If the fabric does hang loose, turn the rod in the opposite direction until the fabric tensions itself.
- Roll up the fabric by turning the rod clockwise.  
The system has an end stop to prevent the fabric rolling up incorrectly.  
Do not force the system once the bottom bar has touched the cassette.
- Do not use excessive pressure. Do not make any jerky movements and stop turning once the end stop is reached or the fabric is no longer under tension.

#### 10 • Maintenance

The system does not need much maintenance, but for years of enjoyment, we advise the following:

- If the fabric becomes wet in a sudden storm, you can still roll it up and unroll it later to dry when the weather is better.  
However, avoid having the wet fabric rolled up for more than three days to prevent formation of mould and spots.
- Before cleaning, remove any loose dirt with a brush or vacuum cleaner. You can then use a cleaning product (avoid caustic products) and warm water to remove the remaining dirt. Always rinse the fabric after cleaning.  
Avoid cleaning in full sunlight: if soapy water dries quickly, it can leave spots on the fabric.  
Do not use aggressive abrasives.
- Crystal screen may only be cleaned with clean lukewarm water ( $\pm 30^{\circ}\text{C} \approx \pm 86^{\circ}\text{F}^*$ )
- If anodised or enamelled profiles become dirty, they can be cleaned with warm water and a gentle-acting cleaning product. Never use aggressive products, abrasive sponges or other abrasive media.  
We also advise against using high-pressure equipment.
- Swivelling or rotating parts should be lubricated annually.  
Use a dry lubricant for this (Veidec Dry Lube (G6002790)).
- After cleaning (remove twigs and leaves), plastic sliding sleeves can be lubricated with a dry lubricant (Veidec Dry Lube (G6002790)).
- Frequently control your product on twigs, leaves, bird nests, etc. and remove them. Maintain the product "as a good keeper".
- As the manufacturer, we recommend having a regular technical inspection by your installer:
  - Annually at public utility building and at your private home.
- Always use original parts from the manufacturer.

##### Important to know:

- RENSON® does not take the liability or gives the warranty on the automatic control system for the motor screen, except the well-known systems of Somfy.
- RENSON® can not guarantee that the communication protocol for automatic building control or system for home automatisisation is compatible with the protocol for controlling the motor screen.
- Minor colour variations may occur during the manufacturing process between the colour guides and the profiles of the sunprotection screen. There may also be minor colour differences between components and profiles.
- The fabric may exhibit slight colour nuances and imperfections.
- Because the fabric is rolled up, it can form folds or creases.
- Fabrics that contain crystal windows can expand, shrink and/or show folds or creases caused by differences in temperature or fabric tension.
- Creases/folds of fabric can accure and are not covered by the warranty.
- Over time, the colour of the fabric / crystal window may fade slightly, depending on the chosen colour and design.
- Milk stains or blue lines can appear on crystal windows due to dew or moisture. These are inherent to the product and disappear when the screen is dry.
- In the case of straight screens, where the fabric hangs down vertically because of the weight of the bottom rail or a tensioning system, wrinkles can form in the fabric depending on the type of screen.

#### 11 • The guarantee does not cover

- Materials intensively exposed to damaging weather conditions.
- Materials exposed to an aggressive industrial environment and becoming discoloured or damaged as a result.
- Materials installed in an environment where there is a high salt content in the air, resulting in corrosion of the grooves.
- Products not installed in accordance with the manufacturer's instructions.
- Materials that become worn as a result of frequent or protracted use.
- Assembly taken place with too weak fixing material.
- Natural ageing.
- The use limits of the product (as listed in the manual) being exceeded.
- Use of non-compliant parts or parts not approved by our technical department.
- Incorrect or forced use. This is not a toy. It is not designed to be climbed or hang on.
- Installation, repairs or modifications carried out by unauthorised persons.
- Damage caused by third parties, such as transport damage, and other abnormal circumstances (damage caused by storms, hail, water, fire, etc.).
- Creases/folds of fabric are not covered by the warranty.
- RENSON® is not responsible for glass breakage (e.g. by incorrect assembly or by the uneven heating up of the glazing).
- If the CE-sticker with the serial number has been removed or has been made unrecognizable.
- Situations where no sensors and/or programming were provided that all the usage conditions, stated in point 5, were satisfied.

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## User manual & warranty conditions

### 12 • Problem solving

Fault/problem	Cause	Remedy
Motor ignores end position	End positions erased	Reset end position
Motor does not reach end position	Moisture causing short circuit	Repair electrics
	External users are connected to the motors.	Remove the external users.
	Incorrect connection	Check the electrical connection
Motor stops for no apparent reason	Motor overheated	Wait a few minutes
	Blown fuse	Replace fuse
	System blocked physically	Remove blockage or friction points
	System out of alignment	Check placement
	Faulty motor	Replace motor
Screen is "open" at the sides	Screen has come out of guides	Open/shut the system once. If not remedied consult the installer
Screen very loose when open	Bottom end point not set correctly	Adjust end point

### User manual & warranty conditions

#### 13 • Features

Note that 'ZipShade' is the registered brandname used in the USA for the Fixscreen. Therefore all documentation regarding test results and certificates refer to 'Fixscreen'.

Product:

Description:  
vertical sunprotection system for external and internal use

Types: Fixscreen 85 / Fixscreen 100<sup>EVO</sup> / Fixscreen 100<sup>EVO</sup> Slim (F) / Fixscreen 150<sup>EVO</sup> (F)  
Conforms with requirements of EN 13561

Serial number: → See inner side front cover of box: IM1 / IM1+ / IM6 / IM7  
year of manufacture: → See inner side back cover of box: IM4  
→ See outer side of motor: IM5 / IM9


RENSON NV Maalbeekstraat 10 B-8790 Waregem  03  DOP-2015SC00002
EN 13561:2004+A1:2008  Fixscreen® External sunprotection screen  Wind resistance: Class 3 Shading coefficient gtot: Class 1-4

## User manual & warranty conditions



### DECLARATION OF PERFORMANCE

No. DOP-2015SC00002

Revision: 05/08/2015

1. Unique identification code of the product-type:

Fixscreen®

2. Type, batch or serial number or any other element allowing identification of the construction product as required pursuant to Article 11(4):

- |  |                               |                          |
|--|-------------------------------|--------------------------|
| • Fixscreen® 85 IM1                            | • Fixscreen® 100 IM1          | • Fixscreen® 150 IM1 (F) |
| • Fixscreen® 85 IM4                            | • Fixscreen® 100 IM1+         | • Fixscreen® 150 IM1+    |
| • Fixscreen® 85 IM5                            | • Fixscreen® 100 IM4          | • Fixscreen® 150 IM4 (F) |
| • Fixscreen® 85 IM6                            | • Fixscreen® 100 IM5          | • Fixscreen® 150 IM5 (F) |
| • Fixscreen® Mono AK IM4                       | • Fixscreen® 100 IM6          | • Fixscreen® 150 IM6     |
| • Fixscreen® Mono AK <sup>EVO</sup> IM4        | • Fixscreen® 100 IM7          | • Fixscreen® 150 IM7 (F) |
| • Fixvent® Mono AK/UT <sup>EVO</sup> IM4       | • Fixscreen® 100 IM9          | • Fixscreen® 150 IM9 (F) |
| • Fixvent® Mono AK/UT <sup>EVO</sup> ULTRA IM4 | • Fixscreen® 100 Slim IM7 (F) |                          |
| • Fixvent® Mono AK <sup>EVO</sup> EXTREME IM4  |                               |                          |

3. Intended use or uses of the construction product, in accordance with the applicable harmonised technical specification, as foreseen by the manufacturer:

External sunprotection screen

4. Name, registered trade name or registered trade mark and contact address of the manufacturer as required pursuant to Article 11(5):

N.V. RENSON® Sunprotection-Screens S.A  
 Kalkhoevestraat 45  
 B-8790 Waregem  
 Belgium  
 T: +32 (0)56 62 65 00  
 F: +32 (0)56 62 65 09  
 info@renson.be

5. Where applicable, name and contact address of the authorised representative whose mandate covers the task specified in Article 12(2):

Not applicable

6. System or systems of assessment and verification of constancy of performance of the construction product as set out in Annex V:

System 4

7. In case of the declaration of performance concerning a construction product covered by a harmonised standard:

No notified body required. Art. 7 not applicable!

8. In case of the declaration of performance concerning a construction product for which a European Technical Assessment has been issued:

No Technical Assessment Body required. Art. 8 not applicable!

9. Declared performance

Table:

Essential characteristics	Performance	Harmonised technical specification
Wind resistance	Class 3	(1)
Shading coefficient $g_{tot}$	Class 1-4	(2) EN 13561:2004+A1:2008

Remarks:

(1) Reference document: See Renson® customers platform ([www.renson-customers.com](http://www.renson-customers.com)) for the Guarantee certificate.

(2) Reference document: See Renson® website for brochure typology ([www.renson.be](http://www.renson.be)).

10. The performance of the product identified in points 1 and 2 is in conformity with the declared performance in point 9.  
 This declaration of performance is issued under the sole responsibility of the manufacturer identified in point 4. Signed for and on behalf of the manufacturer by:

Waregem, August 2015

Els Vandaele,  
 Business development Manager Screens

Joost De Frene  
 R&D Manager

# Renson NV

## RENSON ZipShade® (F)

### Warranty certificate

Serial number	From	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	To	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Type of product		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of manufacture		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				

Signature, final check

Dealer / installer stamp

Date	Type of maintenance	Name/signature of installer



Conditional technical changes. The most recent edition of the brochure can be downloaded on [www.renson.net](http://www.renson.net)



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