



# MOCKWOOD™ LIMITED LIFETIME WARRANTY

## TRANSFERABLE LIFETIME FULL WARRANTY

**Full Warranty** - ShadeWorks, Inc. warrants that its MOCKWOOD Patio Covers and Pergolas are free from defects in material and workmanship and the finish on the products will not chip, peel, flake, or blister under conditions of ordinary wear for the lifetime of the product, except as provided below under "Exclusions and Limitations" and except for those product components which are covered under a separate ten-year limited warranty as provided under the "Ten-Year Limited Warranty" below. Warranty is fully transferable to all future owners of the property where the products covered under either of these warranties were installed.

**What ShadeWorks Will Do** - ShadeWorks shall have one hundred twenty (120) days to repair any defects covered under this Full Warranty. In the event repair is not possible, ShadeWorks will either replace the defective product, or refund the full purchase price of the product. ShadeWorks reserves the right to discontinue or change the design or color of any of its products. If for a reason the original product is not available, ShadeWorks may substitute another product of comparable quality.

## TEN YEAR LIMITED WARRANTY

**Limited Warranty** - For a period of ten (10) years after original installation, ShadeWorks warrants that any insulated laminate panels, and skylights contained in the company's products are free from defects in material and workmanship, except as provided below under "Exclusions and Limitations"

**What ShadeWorks Will Do** - ShadeWorks shall have one hundred twenty (120) to repair any defects covered under this Limited Warranty. In the event repair is not possible, ShadeWorks will either replace the defective product or refund the full purchase price of that

product. During the first year after installation of the product, ShadeWorks will pay for any labor charges associated with the removal and installation of any defective component under this Limited Warranty. After the first year, the customer will be responsible for any labor and transportation charges in connection with the removal and installation of any defective component under this Limited Warranty. ShadeWorks reserves the right to discontinue or change the design or color of any product. If for any reason the original product is not available, ShadeWorks may substitute another product of comparable quality.

## EXCLUSIONS AND LIMITATIONS; CLAIMS PROCEDURES FOR ALL WARRANTIES

**Exclusions and Limitations** - Neither of these warranties covers any chipping, peeling, flaking or blistering of the products as the result of damage of any kind resulting from accidental or intentional damage, settling, structural shrinkage or other distortion of the property structure, popping or creaking due to expansion or contraction, acts of nature, harmful chemicals (including harmful cleaning compounds), fumes or vapors, surface deterioration due to air pollution, "normal weathering", condensation, mildew accumulation, impact of foreign objects, rust or corrosion of any components of the products, or the failure of the owner to provide reasonable maintenance of the product per the instructions below. Neither of these warranties covers fading of any painted finish due to normal weathering, or any rust of any components of the products, including but not limited to, screws and other fasteners, and any steel components. Also, no warranty applies if the product has been painted or the surface has been altered. "Normal weathering" is defined as the damaging effects of sunlight and the extremes of weather and atmosphere that may cause any colored surface to fade or become soiled or stained. The degree to which normal weathering occurs depends on air quality, location & other local conditions. Fading of darker colors may occur more significantly than

lighter colors in exposed sunlight and is considered "normal weathering".

**Claims Procedure** - Any Claim for breach of warranty shall be sent to ShadeWorks, Inc., 12443 W Executive Drive, Boise, Idaho 83713, within thirty (30) days of first discovering the claimed defect. The claim shall describe the defect, indicate the discovery date, and list the date and location where product was installed as well as the name of the contractor who installed the product. Claim should include copies of both this warranty and the signed contract covering the work performed. ShadeWorks shall then have a reasonable time to inspect the defect. This Warranty dated January 1, 2015 supersedes previous versions.

**How State Law Applies** - These warranties give you specific legal rights. You may also have other rights that vary from state to state.

**Product Registration** - No registration is necessary.

## CARE AND CLEANING INSTRUCTIONS

ShadeWorks products offer years of attractive and durable performance. Generally, normal rainfall is sufficient to keep its appearance clean. But if cleaning is required, we recommend the following steps. Particular attention should be given to areas under eaves, porches, awnings and other overhangs that have limited exposure to the natural cleansing effect of rainfall.

- 1. For moderate dirt** - An occasional washing with clear water using a garden hose and soft-bristled brush is recommended (a long-handled, car-washing brush is ideal for this purpose.)
- 2. For a heavier dirt accumulation** - Wash in the manner indicated above, but use the following solution:  
1/3-cup detergent (Tide®, for example)  
2/3 cup trisodium phosphate (Soilax®, for example)  
1-gallon water
- 3. Mildew accumulation** - Mildew can collect on surfaces of all types of building products and is often evident on surfaces that have not been properly maintained. Normally,

mildew will appear as black spots. Mildew is easy to remove by using the following cleaning solution:

- o 1/3-cup detergent (Tide®, for example)
  - o 2/3 cup trisodium phosphate (Soilax®, for example)
  - o 1-quart sodium hypochlorite 5% solutions (Clorox®)
  - o 3 quarts of water
- 4. Caulking compounds, tar, etc.** - Use mineral spirits in reasonable amounts, apply directly to the foreign substance. Rinse the area thoroughly with water immediately after cleaning.