



Envision Pergola – Complete Limited Warranty

Warranty Start Date

This Warranty begins on the date installation is completed. Full payment is required within 60 days to maintain full coverage.

Warranty Downgrade if Unpaid After 60 Days

If unpaid after 60 days, coverage automatically converts to a 1 year defects only warranty for structure, motor, and lights.

Damages Cap – Maximum Liability

Envision Pergola's total liability for any claim, including warranty claims, is limited to a maximum of \$5,000. No claim of any type may exceed this amount.

Annual Labor Rate Adjustment

Service-call fees and labor rates may increase annually without notice to reflect current market conditions, fuel costs, and technician rates.

Natural Expansion & Contraction

Aluminum expands and contracts with temperature changes. Minor shifting or noises are normal and not defects.

Coastal Corrosion Limitation (1 Mile from Saltwater)

Within one mile of saltwater, coverage is limited to structural aluminum only. Screens, coatings, motors, finishes, and electronics are excluded. Monthly rinsing required.

Third-Party Damage Disclaimer

Damage caused by landscapers, roofers, painters, pool companies, pest control, pressure washers, or other third parties is not covered. Unauthorized work voids coverage.

Wind Sensor & Motor Breaker Responsibility

Envision is not responsible for damage if sensors or breakers were not installed, disabled, or bypassed.

Missed Appointment & Cancellation Fees

Missed appointments or cancellations within 24 hours incur a \$150 fee.

Color & Finish Variation Disclaimer

Slight color and sheen variations are normal. Touch■up paint may not match exactly.

Digital Connectivity Disclaimer

Wi■Fi, Bluetooth, and smart-home connectivity issues are not warranty defects.

Pest Damage Exclusion

Damage from insects, rodents, birds, or other animals is not covered. Owner must maintain pest control.

Warranty Void for Non-Envision Parts

Use of aftermarket motors, LEDs, screens, or wiring voids the warranty.

Home Structure Integrity Disclaimer

Envision is not responsible for issues with roofs, fascia, stucco, drainage, or pre-existing structural defects.

Code Compliance of Customer's Home

Envision is not liable for deficiencies in the customer's electrical or structural systems.

Soil Movement & Ground Settlement

Soil settling, erosion, and slab shifting are not covered.

Customer-Supplied Electrical Work Disclaimer

Damage caused by electricians not approved by Envision is excluded.

Water Intrusion & Drainage Expectations

Pergolas are not waterproof systems. Wind-driven rain or standing water is not covered.

Hurricane & Storm Preparation Requirement

Owner must retract screens and open louvers before storms or hurricanes. Failure voids coverage.

Fire/Heat Exclusion

Damage from grills, fire pits, outdoor kitchens, or heat sources is not covered.

Chemical & Pressure Washing Damage

Damage from pressure washers, bleach, chlorine, or chemicals is excluded.

Vegetation & Wildlife Clearance

Owner must keep vegetation clear and prevent animal intrusion. Related damage not covered.

Outdoor Kitchen Venting Requirement

Outdoor kitchen heat must be vented. Heat-related damage is excluded.

Internet/Power Outage Disclaimer

Electrical surges, outages, or low voltage are not warranty defects.

Irrigation & Hard Water Staining

Damage from sprinklers or hard-water deposits is excluded.

Customer Drilling/Modifying Structure

Drilling or attaching accessories voids the finish warranty.

Photography & Marketing Clause

Envision may photograph installations unless customer opts out in writing.

12-Year Structural, Motor & Lighting Warranty

Structure, motor, and lighting covered for 12 years for manufacturing defects when fully paid within 60 days.

Screen Warranty

Fabric: 5 years. Tracks: 2–5 years. Motors: 2 years. Adjustments, debris, stretching, and weather damage excluded.

Service Call & Labor Policy

\$150 service-call fee includes travel and first 30–60 minutes. Additional labor billed hourly. First-year labor free for verified defects.

Remote Support & Programming

Remote assistance billed at \$75 per 30 minutes. Onsite follow-up requires standard service call.

Required Maintenance

Owner must operate pergola twice monthly, clean debris, lubricate motors, protect wiring, rinse after salt exposure, and retract screens during storms.

Installation Requirements

Installation must meet engineering specifications. Electrical controls must be in waterproof enclosures.

Florida-Only Coverage

Warranty applies only to Florida installations. Out-of-state service requires travel, lodging, and shipping fees.

Claims Procedure

Email service@envisionpergola.com within 30 days of issue. Include photos. Unauthorized repairs void warranty.

General Exclusions

Normal wear, fading, corrosion, misuse, accidents, chemical damage, and structural movement not covered.

Product Substitution

If a component is discontinued, a comparable replacement will be provided.

Liability Limitation

The owner's exclusive remedy is repair, replacement, or refund—not to exceed the \$5,000 liability cap.

Contact

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1. Understanding Your Pergola

enVision Pergola aluminum pergolas may come with various features such as adjustable louvers, retractable canopies, integrated lighting, and motorized systems. Please familiarize yourself with the specific features of your model by referring to the product manual.

2. Operating Adjustable Louvers

Adjustable louvers allow you to control the amount of sunlight and ventilation.

Manual Operation:

1. Locate the manual adjustment handle or crank.
2. Turn the handle or crank to open the louvers to your desired angle. Rotate the handle clockwise to open and counterclockwise to close.
3. Ensure the louvers are fully closed if rain is expected to prevent water from entering the pergola area.

Motorized Operation:

1. Ensure the pergola is connected to a power source.
2. Use the provided remote control or wall switch to adjust the louvers.
3. Press the "Open" button to adjust the louvers to your desired angle.
4. Press the "Close" button to close the louvers completely.
5. Refer to the remote control or wall switch manual for additional settings and programmable options.

3. Operating the Retractable Canopy

enVision Pergola pergolas feature a retractable canopy for additional shade and protection.

Motorized Operation:

1. Ensure the pergola is connected to a power source.
2. Use the provided remote control or wall switch to extend or retract the canopy.
3. Press the "Extend" button to extend the canopy and the "Retract" button to retract it.
4. Refer to the remote control or wall switch manual for additional settings and programmable options.

4. Integrated Lighting System

If your pergola includes integrated lighting, follow these steps to operate it.

Using the remote control:

1. Ensure the pergola is connected to a power source.
 2. Use the provided remote control to turn the lights on or off.
 3. Adjust the brightness level by pressing the appropriate buttons on the remote.
 4. Set timers or program lighting sequences as per the remote-control manual.
- ## 5. Adjusting Screen travel