



## WARRANTY

Tuuci® constructs its shade structures with the finest marine grade materials available. We rigorously test far beyond our recommendations for standard use to ensure stability, durability, and years of worry-free service. In addition, Tuuci personnel carefully follow specific quality control procedures and checkpoints to ensure products are free of defects. Our goal is to produce shade platforms that will exceed your expectations and provide a shade experience unlike any other in the world. The limited warranty protection detailed below covers manufacturing defects only.

### 15-YEAR WARRANTY

Ocean Master M1™ , Ocean Master MAX™ , and Ocean Master MEGA MAX™ Premium Parasols

15-years

Entire frame structure, including mast, hubs, struts, brackets and hardware

5-years

Frame finishes, including powder coat and Tuuci's exclusive Aluma-Teak

Ocean Master Nautical Teak structure

Manual lift systems and related components, including gear boxes and worm drives

1-year

Electrical components, including LED lighting, heaters and automation components

15-YEAR WARRANTY

Solanox™ Premium Aluminum Framed Cabanas

15-years

Entire frame structure, including trellis walls, trellis roof, beams, columns and bench supports

5-years

Frame finishes, including powder coat and Tuuci's exclusive Aluma-Teak

Louvered Roof mechanical components

1-year

Electrical components, including LED lighting, heaters and automation components

15-YEAR WARRANTY

G-Plate, In-Ground, Aluma-Crete, Aluma-Crete Cube Shade Anchors

15-years

Stainless steel stems, flush mounts, security mounts, bottom plates, frames

Galvanized steel plates

5-years

Stainless steel hardware (hitch pins, bolts, star knob)

Beauty covers, concrete pavers, filled concrete

Finishes, including powder coat and Tuuci's exclusive Aluma-Teak

5-YEAR WARRANTY

Bay Master™ , Bay Master MAX™ and Vineyard™ Essential Parasols

5-years

Entire frame structure, including mast, hubs, canopy ribs and hardware

Frame finishes, including powder coat finishes

1-year

Electrical components, including LED lighting

5-YEAR WARRANTY

Atlantis™ , Grand Pacific™ and St Tropez™ Cabanas; Mercury™ , Essential Aluminum Framed Cabanas, Lounges and Sculptures, Crescent™ and Wave™ stand; Stingray™ Shade Sculpture; Urban Garden Planters

5-years

Entire frame structure, including trellis walls, trellis roof, beams and columns.

Frame finishes, including powder coat and Tuuci's exclusive Aluma-Teak

10-year

Tuuci high performance textile marine grade fabric

1-year

Air Lounge

TUUCI HIGH PERFORMANCE TEXTILES

Tuuci honors the warranty granted by the manufacturer of the specific fabric you purchased. In general, the manufacturer will replace fabric only when the fabric loses its color or strength from UV degradation or if mildew occurs within the warranty period. Proper maintenance of fabric is required to be eligible for warranty replacement. For more details, follow this link: [Care & Maintenance – Tuuci](#). Warranty does not cover damage from contact with foreign objects, wind-driven abrasions, misuse, or abuse including rips, burns, tears, holes and stains.

Tuuci will work with the manufacturer to assist you with your warranty claim. Labor charges will apply

to the cutting and sewing of any fabric replaced under warranty. Fabric warranty may be prorated at Tuuci's discretion based on the length of time in the field and the level of care and maintenance performed on the fabric.

Fabric crazing affects all solution dyed acrylics and is a result of the material being folded or creased during production or installation. This condition will improve over time. It is important to note that crazing is not classified as a defect and is not protected by warranty.

## DETAILS

### Warranty Terms & Conditions

#### FORCES OF NATURE AND EXTREME WEATHER

Although all Tuuci marine grade shade equipment is rigorously tested to withstand incredible forces of nature, Tuuci does not recommend or warranty the deployment or use of any collapsible shade equipment in wind conditions which exceed the following:

25 MPH for Ocean Master MAX, Ocean Master M1, Bay Master collections

45 MPH for the MAX F-1 and Ocean Master MEGA MAX, when used with a Tuuci in-ground anchoring system

Up to 100 MPH for Tuuci Solanox, depending on configuration

In extreme weather events, such as hurricanes or severe winter weather, Tuuci recommends storing product indoors whenever possible. Always store parasols in their upright position. It is recommended to remove fabrics first and store them separately to protect from damage. If available, use a Tuuci protective cover.

Wind is extremely variable and subject to site specific conditions such as proximity to ocean, mountains, or permanent structures. Other site conditions include products installed on high elevations or near physical elements that funnel wind and objects. Tuuci does not cover wind-related damages. Tuuci will only warranty products which are properly secured to an adequate anchor or anchoring system specified by a certified Tuuci dealer or sales rep.

Furthermore, Tuuci will not cover any damage to a shade or anchor product which occurs as a result of contact with the ground or any other foreign object. In general, Tuuci recommends that all collapsible shade products be securely closed when not in use, especially during inclement weather conditions or at night.

## FINISHES

If a Tuuci applied powder coat or Aluma-Teak finish on frames, structures or shade anchors flakes, bubbles, peels, or loses color within five (5) years from the date of purchase, Tuuci will replace at its own discretion. This warranty does not cover any type of scratches or abrasions to finishes caused by physical contact (i.e. from table tops or storage) or any corrosion that results from scratches or abrasions.

For seaside and indoor pool use, salt and chlorides can accumulate on the powder coat and Aluma-Teak finishes, leading to finish failure outside warranty coverage. Failure to perform regular cleanings with

fresh water may cause the finish to blister, oxidize and/or discolor, voiding this limited warranty.

All stainless steel hardware and components are rust resistant but not rust proof. Proper cleaning of your product is required to keep your product looking new.

## SHADE ANCHORS

Warranty covers manufacturing defects of structural integrity. It does not cover breakage, chipping, crumbling concrete, or finish abrasions due to contact with other objects, improper use or issues caused by onsite transit or other wear and tear.

## ELECTRICAL COMPONENTS

Optional LED lighting, heaters and automation electrical components are warranted for one (1) year from the date of purchase against manufacturing defects in materials and workmanship to the original purchaser of the product. This warranty does not apply to damage resulting from accident, misuse, tampering, modification, negligence, or abuse. Tuuci will, at its discretion, replace components if found defective.

## PROCESS FOR WARRANTY CLAIMS TO STRUCTURE

If warrantable damage occurs to the hubs, mast or stainless-steel hardware, Tuuci will replace or repair any item listed in this category at its discretion. Superficial damage, including any type of scratches or abrasions caused from contact with the moving components of the frame itself or canopy during normal operation are not eligible for warranty coverage unless the damage compromises the structural integrity of the frame. For the warranty to apply, products must be properly cared for and maintained. Any product modification by customer or third party voids this warranty.

## GENERAL LIMITATIONS

The limited warranties outlined above only cover manufacturer defects, not damage caused by the product striking the ground or other object. Normal wear and tear is not covered under this limited warranty. The redeemable value of all warranties provided here shall be prorated over the life of the specific limited warranty itself. In all cases, the warranty claimant shall be responsible for all shipping and/or freight charges incurred by claimant or Tuuci as a result of a warranty claim. Labor for installation of parts covered under Tuuci Warranty is not included.

All warranty claims must be submitted with original proof of purchase dated from the dealer of origin. Additionally, the claim must include a description of the damaged product which should detail how the damage occurred along with photos of the damage. The foregoing warranties may not be assigned and are available only to the original purchaser of Tuuci products. Tuuci reserves at its sole discretion the right to repair, replace, or redesign any product as a result of a warranty claim or otherwise. Tuuci maintains the right to improve product and change design, therefore, parts and components of older design models may not be available under warranty or otherwise for purchase.