



TUUCI PARASOL WARRANTY (effective July 07, 2011)

TUUCI constructs its shade structures with the finest marine-grade materials available. We test our products in extreme weather environments to ensure stability, durability and years of worry-free service. In addition, TUUCI personnel carefully follow specific quality control procedures and inspect each product to ensure freedom from any type of manufacturing defect. Our goal is to produce shade platforms that will exceed your expectations and provide a shade experience like non-other in the world. The warranty protection listed below covers manufacturing defects only.

Although all TUUCI marine-grade shade equipment is rigorously tested to withstand incredible forces of nature, and many of TUUCI's shade platforms have been tested in wind conditions which exceed 50 MPH, TUUCI does not recommend or warrant the deployment or use of any collapsible shade equipment in wind conditions which exceed 25 MPH **unless and where** specifically designated and approved in writing by qualified TUUCI executive and engineering staff members. TUUCI will only warranty products which are properly secured to an adequate base or anchoring system. Further, TUUCI will not cover any damage to a shade or base device which occurs as a result of contact with the ground or any other foreign object including damage which occurs as a result of sudden and severe weather events or other extreme acts of nature. In general, TUUCI recommends that all collapsible shade products be securely closed when not in use.

TUUCI can recommend specific base weight and anchoring systems for specific parasol styles, shapes and sizes, however, will only warrant the safe, sensible and reasonable operation of our shade structures within the recommended deployment guidelines. TUUCI does not recommend the use of any collapsible shade equipment in sustained wind conditions which exceed 25 MPH. Please contact TUUCI directly if requesting shade devices and anchoring systems which can be warranted in sustained wind conditions which exceed 25 MPH.

The following specific time periods and limitations apply to the product indicated:

15 YEAR WARRANTY includes the structural integrity of the OCEAN MASTER™, OCEAN MASTER MAX™ and PLANTATION MAX™ center mast, cantilevered mast, top and bottom hubs and stainless steel hardware only. If warrantable damage occurs to the hubs, center pole or stainless steel hardware, TUUCI will replace or repair any item listed in this category at its discretion. Superficial damage occurring from contact with foreign objects 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 somehow compromises the structural integrity of the frame.

5 YEAR WARRANTY includes OCEAN MASTER™, OCEAN MASTER MAX™, PLANTATION MAX™, PAVILION and LOUNGE COLLECTIONS connecting brackets, optional hardware (pulleys, auto-loc arms, auto-loc lifts), aluminum canopy ribs and struts and SUNBRELLA® 9.25 oz. marine-grade fabric. If said SUNBRELLA® marine-grade fabric is rendered unserviceable by loss of color or strength caused by UV degradation, mildew, rot or atmospheric chemicals, or warrantable damage occurs to the connecting brackets, attached optional hardware or aluminum canopy ribs or struts, TUUCI will replace or repair said items in this category at its discretion. Labor charges will apply to the cutting and sewing of any SUNBRELLA® fabric replaced under warranty.

PLANTATION™ and PLANTATION MAX™ parasols, including the center pole, hub system, fasteners and canopy rib assembly. If warrantable damage occurs to the hubs, center pole or stainless steel hardware, TUUCI will replace or repair any item listed in this category at its discretion.

LOUNGE and PAVILION structures, whether constructed of OCEAN MASTER™ or PLANTATION™ materials, including the tubing, hub system, and fasteners. Fabric warranty separate. If warrantable damage occurs to the hubs, center pole, struts or stainless steel hardware, TUUCI will replace or repair any item listed in this category at its discretion. Please close or remove canopy tops to any TUUCI LOUNGE or PAVILION product for winds exceeding 35 MPH except where specifically engineered and warranted for specific wind loads according to TUUCI's engineering and usage guide for subject products (property / installation specific).

4 YEAR WARRANTY covers CABO™ parasols, including the center pole, hub system, fasteners and canopy ribs. If warrantable damage occurs to the hubs, center pole, struts or stainless steel hardware, TUUCI will replace or repair any item listed in this category at its own discretion.

3 YEAR WARRANTY covers BAY MASTER™ and COCOA™ market umbrellas, including the center pole, hub system, fasteners and canopy ribs. If warrantable damage occurs to the hubs, center pole, struts or stainless steel hardware, TUUCI will replace or repair any item listed in this category at its own discretion.

SUNBRELLA® 8.25 oz. standard fabric: If said SUNBRELLA® fabric is rendered unserviceable by loss of color or strength caused by UV degradation, mildew, rot or atmospheric chemicals, TUUCI will replace or repair said fabric. Labor charges will apply to the reinstallation of any SUNBRELLA® fabric replaced under warranty. Fabrication labor for any fabric warranty claim related to loss of color or strength shall be the sole burden of the warranty claimant.

MISTRAL™ hardwood umbrella: including the center pole, hub system, fasteners and canopy ribs. If warrantable damage occurs to the hubs, center pole, struts or stainless steel hardware, TUUCI will replace or repair any item listed in this category at its own discretion.

1 YEAR WARRANTY covers powder coat finish of aluminum frames and bases including TUUCI's exclusive Aluma-TEAK finish. If any TUUCI applied finish flakes, bubbles, peels, or loses color within one (1) year from the date of purchase, TUUCI will either, re-finish, repair or replace any paint finish damage at its own discretion.

The redeemable value of all warranties provided herewith shall be prorated over the life of the specific implied warranty itself. TUUCI may, at its sole discretion, wave any and all associated warranty, service or shipping charges as any specific case may warrant. 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. Warranty covers only parts and labor for non-fabric claims. Fabric warranties shall *never* include the cost of labor and any associated fabrication costs. All warranty claims must be submitted with an original proof of purchase dated from the dealer of origin and description of 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 that is returned as a result of a warranty claim.



TUUCI CARE & MAINTENANCE *(effective July 07, 2011)*

FRAMES

TUUCI frames are constructed from durable, marine-grade, weather resistant materials including: fiberglass, armor-wall aluminum, Dura-TEAK composites, Aluma-TEAK aluminum, and sustainable hardwood timber. All fasteners (nuts, bolts, pulleys, cam cleats, etc.) are marine-grade stainless steel and will withstand the most corrosive environments. Proper care and maintenance is important to extend the serviceable life of all TUUCI products. Fresh water rinses once a week will enhance the life and long lasting beauty of your TUUCI shade equipment.

Prior to opening, ensure that the shade product is properly secured to an adequate shade anchor, using the locking system intended for the specific product (star knob, hitch pin or cam lock). When opening a TUUCI parasol, separate each rib 6 inches from the center post, before raising the hub. Do not force hub if it does not rise easily. When closing the parasol, pull the fabric out from between the struts to avoid pinching or damaging the TUFF-SKIN canopy membrane.

Although many TUUCI frames have been tested for structural integrity in winds exceeding 50 MPH, it is always recommended that caution and common sense be applied in extreme wind and weather conditions. TUUCI recommends that all collapsible shade equipment be closed in wind conditions which exceed 25 MPH. Although it is common for wind gusts to reach much higher than this (especially during severe weather events) the use of durable and heavily weighted anchor structure is mandatory for safety and proper operation. Stability of TUUCI shade products in heavy wind and severe weather conditions is directly related to the size, weight and security of the shade anchor, including but limited to the intended structural integrity of the framework for the wind-loads applied. Please use reasonable and cautious judgment when determining when the parasol should be closed. Please contact TUUCI executive and shade engineering departments directly if requesting shade devices and anchoring systems which can be warranted in sustained wind conditions exceeding 25 MPH.

TUFF-SKIN CANOPIES, CURTAINS AND TENSIONED FABRIC WALLS

TUUCI's TUFF-SKIN parasol canopies employ the most durable and state of the art marine fabrics and thread including (but not limited to: Sunbrella Marine and Awning Fabrics, Ferrari Fabrics, Dickson Acrylic Fabrics, Weblon, Regatta, Gortex and other proven high-performance, UV stable materials. TUUCI TUFF-SKINS should be cleaned regularly before dirt is allowed to accumulate and become embedded in the fabric. The fabric canopy can be cleaned without being removed from the frame. Simply brush off any loose dirt or particles; hose down and clean with a mild soap in lukewarm water (no more than 100° F.) Rinse thoroughly to remove soap. Allow fabric to air dry. **Do not use heavy detergents.**

For stubborn stains clean with a mild soap and add one cup of bleach to a gallon of water, scrub vigorously with a soft bristle brush, sponge, or clean towel. Allow fabric to air dry. This method of cleaning may remove part of the water repellency. If water repellency is a factor, the fabric should receive an application of an air-curing water repellent treatment (such as SM fabric guard).

Sunbrella® may be machine washed but a water repellent treatment must be applied to the fabric after washing to reestablish water repellency. Sunbrella® is made from 100% acrylic fiber and is thermoplastic or heat sensitive. When washing or cleaning, DO NOT SUBJECT TO EXCESSIVE HEAT as the fabric will shrink. DO NOT STEAM PRESS OR DRY IN ELECTRIC OR GAS DRYERS, but allow air to dry.

In cases where the parasol is taken down and stored during the winter season, the TUFF-SKIN canopy should be cleaned, allowed to air dry, and stored in a dry, well ventilated area. A TUUCI Protective Cover should be used at all times when umbrella is not in use to ensure the longest serviceable life.

SHADE ANCHORS

ALWAYS BE SURE THAT PARASOL CENTER POLE IS FIRMLY ATTACHED TO BASE BEFORE OPENING PARASOL. Clean above ground parasol bases regularly to maintain appearance. To clean, gently wash with soap and water using a non-abrasive cloth or pad. Check three bolts in base plate regularly to ensure that they remain fully tightened. Inspect weekly if parasol bases are moved on a regular basis.

Do not roll ACF (Aluminum Shell, Concrete Filled) bases on their side as damage to shell or finish can occur. Touch up bases with exterior paint as needed. Touch up can be ordered from the TUUCI parts department. Wheeled parasol bases are intended for use on even surfaces. Move bases slowly and with caution on uneven surfaces. Do not use on stairways or over distances, which exceed 50 feet, as damage to welded wheel tray may occur.