

UMBROSA

Warranty

Warranty information reproduced from the Umbrosa online warranty page

Important: Warranty requests must be submitted through the trader or website where the product was purchased, and the original purchase invoice and serial number are required.

Umbrosa always adheres to the warranty obligations of Belgian and European manufacturers in accordance with the law. All warranty requests must be submitted via the trader or website where the product was purchased. Umbrosa strives to develop and produce high-end, high-quality, and sustainable products that are optimized to withstand the weather conditions and environment in which they are used. All Umbrosa products are extensively tested to guarantee their quality.

This includes tests conducted in the University of Delft (Netherlands) wind tunnel and component testing with independent research laboratories. In case of damage, Umbrosa products can be repaired, supported by a comprehensive after-sales department. The biggest threats to the lifespan of an Umbrosa umbrella are weather conditions and external environmental factors. Always provide appropriate care for every Umbrosa product and never leave it open unattended.

Damage caused by incorrect use or extreme weather conditions such as wind, snow, hail, or storms is excluded from the warranty. Wind tunnel tests with permanent fixation of the umbrella have shown that Umbrosa products can withstand wind speeds above 50 km/h (6 Beaufort). Damage occurring while the umbrella is unattended, or caused by poor fixation or weak supports, is not covered by the warranty programme.

Because wind speed is not constant and gusts may be stronger than expected, Umbrosa advises closing the umbrella whenever wind speeds exceed 40 km/h (5 Beaufort). When closing the umbrella, the strap and protective cover must be used correctly. Failure to do so can cause damage even while the umbrella is closed, and this damage is not covered. The use of a mobile or movable base affects the umbrella's wind resistance.

Always select the heaviest available base to improve safety. Contact the distributor or Umbrosa for advice on the appropriate anchoring method. Direct and indirect damage caused by a falling umbrella, whether open or closed, is not covered by the warranty.

Independent laboratory testing has shown that the corrosion resistance of Umbrosa products is better than normal. Where products are used intensively in harsh environments involving sea air, sand, chlorine, or similar conditions, regularly rinse the umbrella frame and canopy with fresh water to prevent salt residue build-up. Warranty claims always require the original purchase invoice.

Umbrosa also uses serial numbers, which must be provided with every warranty request. A complaint form is available through Umbrosa with the information required to process a claim efficiently. Warranty requests must be submitted in writing within a reasonable period after the issue is first observed. Umbrosa will resolve accepted problems through replacement, repair, or another appropriate solution.

The warranty period is extended by the duration of any period of non-use. The warranty does not restart when a product is replaced. Transportation and repair-related costs are not borne by Umbrosa. The guarantee applies only when the product has been installed in accordance with the Umbrosa installation manual. The warranty lapses completely if accessories not approved by Umbrosa are used.

Special Warranty Provisions - Hardware

15-year warranty*

All aluminium extrusion profiles used in the Icarus, Eclisum, Spectra, Ingenua and Nauta. This covers construction or manufacturing defects only. Scratches, superficial corrosion, and normal wear are excluded unless the product is structurally weakened.

5-year warranty*

All glass-fibre ribs used in Spectra and Icarus; all welded tubes used in Paraflex and Infina; and all stainless steel. Scratches, superficial corrosion, and normal wear are excluded unless structural integrity is affected.

3-year warranty*

All synthetic parts and galvanized steel parts. Scratches and normal wear are excluded unless the product is structurally weakened.

2-year warranty*

Granite bases, tile bases, and mobile concrete bases. Scratches, superficial corrosion, and normal wear are excluded. Breakage caused by use in strong wind is not covered. Replacement concrete may differ in colour. Painted parts also carry a 2-year warranty; if paint flakes or bubbles, Umbrosa will replace the damaged item or provide a tailored solution.

* Hardware warranty conditions

These warranties apply only when Umbrosa products are used under normal wind conditions and are thoroughly and regularly maintained as described in the product manual. Direct or indirect damage caused by incorrect use or incorrect installation is not covered.

Caution: Umbrosa uses natural products and materials such as wood, concrete, and granite, which naturally age when exposed outdoors. Natural ageing is not covered by warranty. Umbrosa also does not guarantee that products will remain free from stains caused by animal excrement or environmental pollution.

Special Warranty Provisions - Fabrics & Textile Prefabrication

Umbrosa uses acrylic fabrics because research, testing, and years of experience have shown them to be especially suitable for outdoor products. Alongside Sunbrella, Umbrosa developed its own Solidum fabric in cooperation with Dickson.

5-year warranty (except Ingenua and protective covers)**

Sunbrella and Solidum fabrics across all collections except Ingenua are covered for discolouration and structural integrity. In a qualifying discolouration case, Umbrosa may offer compensation proportional to the product's usage period or a replacement canopy with cutting and fabrication costs charged. Discolouration does not result in a free replacement canopy. Burn holes, melted holes, and fabric deformation caused by inappropriate use are excluded. Daily use of the protective cover significantly extends fabric life.

2- or 3-year warranty for Ingenua sails**

For Ingenua sails in Sunbrella and Solidum, the warranty covers discolouration and structural integrity. The period is 3 years in continental Europe and 2 years outside continental Europe. In a qualifying discolouration case, Umbrosa may offer proportional compensation or a replacement canopy with cutting and fabrication costs charged. Research indicates an expected lifespan of 5 to 8 years under normal use, including daily covering and dry storage.

Special warranty conditions - zippers

Zippers depend heavily on correct use. If a zipper becomes stiff, use silicone spray or another suitable lubricant, but not oil. If a zipper breaks, Umbrosa can send a replacement zipper.

Source: <https://www.umbrosashop.com/en/warranty>