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Stay up to date with everything that's  
going on at Rainier Shading!



### **Dealer Conference & Guest Speaker**

A word on the 2025 Dealer Conference  
and introducing our guest speaker.  
*(See more on p.2)*



### **Product Updates & NEW Dealer Portal**

Learn about the newest product  
updates and the new dealer portal.  
*(See more on p.3)*



### **Return Reminder & Photo & Video Contest**

A return reminder, and details about  
the Photo & Video Contest.  
*(See more on p.4)*

# SAVE THE DATE



If you're looking to discover all that is new with Rainier Shading, look no further than the next annual Dealer Conference!

Learn all about the changes we've made in the last year, and updates we have planned for the future, while also taking the opportunity to have some fun! Our venue, the Texican Court Hotel is a stones throw from the Toyota Music Factory, and the hub of Dallas, Texas is only 20 minutes away!

**Where?** *Texican Court Hotel in Irving, TX*

**When?** February 5th, 2025

Click [Here](#) to RSVP and [Here](#) to book rooms at the **Texican Court Hotel**

## Who Is The Guest Speaker?



**Jack Daly**

Jack Daly is a leading sales speaker and trainer with **over 30 years of sales and executive experience**. Jack's track record is a testament to his real-world knowledge and extensive expertise in sales and sales management. Rising to the CEO level of several corporations along the way, Jack has built six companies into national firms, two of which he subsequently sold to the Wall Street firms of Salomon Brothers and First Boston. He was also a Captain in the U.S. Army.

In addition to his comprehensive professional background, Jack holds a BS in Accounting, and an MBA. As an Amazon best selling author, Jack has written and contributed to many books, including Hyper Sales Growth and The Sales Playbook for Hyper Sales Growth. A go-getter in his professional and personal life, he is a 15-time Ironman competitor and has completed over 93 marathons in 50 states and on seven continents. He achieves these goals and lives life to the fullest with his own Life by Design techniques.

For additional information, please contact Samantha LaBarbera at [slabarbera@eclipseoutdoor.com](mailto:slabarbera@eclipseoutdoor.com)



## Introducing... THE RAINIER ELEVATION

The Rainier Elevation is your customer's solution for achieving peak solar control with a retractable awning.

Providing freedom and flexibility with a twist of the crank handle, the Rainier Elevation allows users to adjust the unit's pitch on either side, providing evolving protection all day long. This model also incorporates a uniquely designed arm wrist that will adjust to changing weather conditions, helping to prevent damage from sudden wind gusts. Whether they're looking for privacy or protection from the elements, the Elevation is the perfect solution for customers in extreme climates.

The Elevation shading system is available now in 10'6" & 12'0" projections, with widths up to 29'. Gloss white is the only available standard hardware color, but there are 17 premium colors available at an additional cost.



For additional information on the Elevation, please contact your Sales Representative

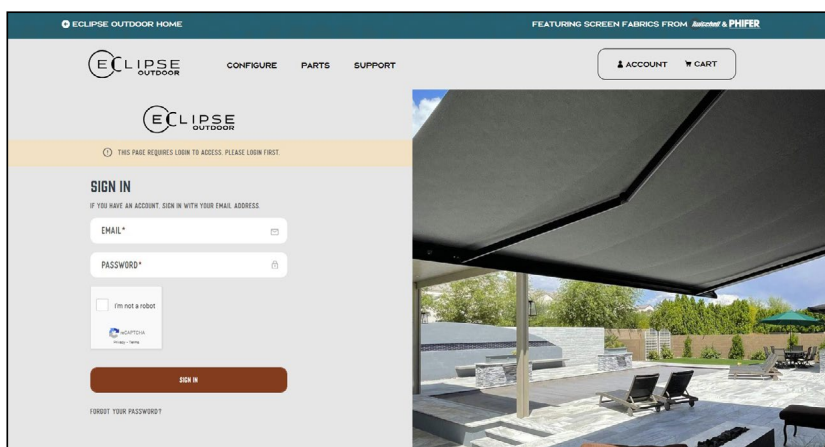
## LED INTEGRATED ARMS

This upgrade includes everything you need for install, from the LED integrated arms themselves to a 24v LED controller, and all the necessary extension cables and connectors. **This upgrade is priced at \$499 for a 2-arm unit package, \$699 for a 3-arm unit package and \$998 for a 4-arm unit package.**

This option is available for the Olympus, the Regal, and select Rainier units. The LED Integrated Arms can come in alpine, onyx, and white to match any unit style.



## New Dealer Portal



NEW! ORDERING PORTAL



We heard you, and we listened...

The new portal is in the process of performing all the functions of Rainier Direct and so much more! It's been a long time coming but the new portal you receive itemized pricing for all units - both awnings and screens.

- You can use your PC, laptop or Mac iPad and more to place orders.
- You can create quotes and save them and even fit them before placing them.
- Using smart logic, only the eligible options are available as you configure a unit.

We know this has been a long time coming but we are happy to announce that it is ready for use. We are currently working on a list of features and upgrades which we will announce after the first of the year.

# Product Return Reminder



We ask that you please take a moment to review our **Product Return Procedure** to ensure timely replacements. See below:

- 1.** First, you'll speak with our in-house tech support to troubleshoot the product *or* send customer service an e-mail to inform us of the issue.
- 2.** Once an item is determined defective *and* likely covered by warranty, a replacement will be sent out, with a FedEx return label for the faulty part.
- 3.** Once you receive the new item, **we ask that you send the defective item back to us within 30 days, using the label provided.**
- 4.** Once the product is received, our in-house tech support in Middletown will test warranty returned electronics & motors to ensure that it's a valid claim (no water damage, physical damage, etc).
- 5.** Once the warranty is approved, a credit will be issued on the prepaid item.

#### **DID YOU KNOW...**

More than 50% of the motors and electronics thought to be defective, can be quickly fixed with a trouble shooting call to Rich - our product expert.

Rich can be reach 8 to EST, at 845.645.6995

# Photo & Video Contest



Ready to get creative and win some fantastic prizes? Recently, we've been running a monthly Photo & Video contest, but we're making some changes this holiday season. From December 1st to February 28th, we'll be accepting photos from you, including the opportunity to let your imagination truly shine! Not only do dealers who participate have the chance to gain recognition for their work, but there are also exciting prizes up for grabs! The winner with the best photo will receive a \$100 Amazon gift card and the winner with the best video will receive a \$200 Amazon gift card!

For additional information, please contact Francesco Pizzari at [fpizzari@eclipseoutdoor.com](mailto:fpizzari@eclipseoutdoor.com)

## **And finally...a Reminder**

Eclipse Outdoor reserves the right to use any photos or videos submitted to us, in our marketing content