



Welcome to the Rainier Product Reference Guide

This guide is your go-to source for the most detailed and up-to-date Rainier product line information (available at time of printing).

Divided into chapters to assist you in locating what you need, as quickly and easily as possible, please note that this guide's contents are subject to change as new options, features and models are added...and or/deleted.

All chapters in the Product Reference Guide are also located on the Rainier website, in the Dealer Portal area. To access the Dealer Portal area, click on the Dealer Portal tab at the top far right on the main page of the Rainier website to access your account if you're already registered. If you need to register for an account, please contact us through our contact page section on the Rainier website to request registration for the Dealer Portal.

Additionally, you can find more "soft copy friendly" files in the Dealer Portal area, such as product drawings, photos, order forms, and more!

We sincerely hope you find this guide to be useful.

Good luck in your future selling efforts!

Best Regards,

Your Eclipse Outdoor Team

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General Policy Notes

2024

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HOURS OF OPERATION

Rainier headquarters is available to you Monday through Friday from 8:00 am to 5:00 pm (EST).

CONTACT US

Office Phone: 845.692.7070 800.501.3850
Fax: 845.692.7010 800.536.2966
Tech Support: 845.645.6995

AWNING UNIT SHIPPING CHANGES: *(please note the changes)*

We will ship your orders using a common carrier to your default shipping address on file as follows:

- **Awning units up to 21'0" long:** \$275 per unit, Residential Delivery non standard LTL: \$375 each)
- **Awning units from 21'1" to 26'0":** \$325 per unit, Residential Delivery non standard LTL: \$375 each)
- **Awning units over 26'0":** \$550 per unit + \$180 elevator split charge* No residential delivery option

***Due to limitation of delivery truck sizes, all units over 26'0" that ship must be "elevator splits" which adds \$180. Units over 26'0" wide will also incur double shipping charges - \$550 per unit.**

To avoid the split cost and the time consuming on site assembly process, we strongly suggest considering 2 smaller, complete units if possible.

SCREEN UNIT SHIPPING CHARGES:

- **One to five units:** \$185 EACH
- **Six to fourteen units:** \$155 EACH
- **Fifteen units:** CALL FOR PRICING

SHIPPING GENERAL

Delivery to a residential address or a different commercial address (other than your standard shipping address) will be \$375.00 per unit.

NOTE: For screen pricing and freight charges, see the current Rainier Wholesale Screen/Shade Price Guide.



Please inspect your deliveries and sign for your delivery with possible concealed damage if the box appears damaged in any way.



In case of damage, please arrange for the carrier to inspect the goods to determine the amount of damage for your freight claim. **We are not responsible for any shipping damage not signed for at time of delivery.** Please call us if you need any assistance. All freight is F.O.B. Statesville, NC OR Middletown, NY.



2024 General Policy Notes

General Information

ORDERING

Please order through the store @ RainierDirect: STORE.RAINIERSHADE.COM

CONFIRMATION

Let us know how you would like your orders and shipments confirmed daily, by fax or e-mail. If you request order confirmations and you do not receive them, please contact us immediately.

CHANGES AND CANCELLATIONS

Fabric will often be ordered the day your order is received or, at the latest, the morning after your order has been placed. Our quick production time creates a very narrow window for changes and/or cancellations. We will have a \$50.00 restocking charge for fabric that has not been cut. If the fabric has been cut, we will charge 10% of the unit cost for the fabric. Please call as soon as possible with changes or cancellations. **We will do everything possible to keep your order on schedule and keep charges to a minimum.**

PAYMENTS

Dealers who have not established credit with Rainier will be expected to make full payment for their orders at the time of order due to the custom nature of our products. We accept payments in the form of ACH, company or personal checks, and Master Card and Visa charge cards are accepted with a **3% service fee** added to cover the fees from the credit card companies.

WARRANTY & RETURNS

Call Rainier for authorization to return any defective or damaged parts and/or fabric repairs. Any unauthorized returns will result in a delay of your replacement items.

Rainier Awning Model Comparison*

**To the original purchaser, non transferable, labor not included

(2024)

Item	Rainier	Olympus	Summit	Regal
Model Highlights				
Model Description	Premium grade lateral arm	Ultra premium grade lateral arm	Heavy duty lateral arm	Ultra premium grade Semi & Full cassette style lateral arm
When Would You Select This Model	Basic sun protection	a more rugged system with a longer projection option	very windy situations or for maximum projection	The clean sleek European look when closed
Unique Model Feature	cross arm configurations for narrow widths and longer projections	conceal arm belt and seal bearing elbows for a quieter and smooth operation	The largest projection lateral arm you can buy in the States	Compact design, with concealed drop shade option
Maximum Size (with or without std. aluminum hood)	up to 40' x 11'6" projection	up to 40' wide x 13' projection	up to 40' wide x 16'6" projection	N/A
Maximum size with semi cassette hood (SC)	up to 22' wide x 11'6" projection	up to 23' wide x 13' projection	N/A	up to 23' wide x 13'0" projection
Unit Projection Range	(5) 5'0", 7'4", 9'0", 10'6", 11'6"	(5) 6'7", 8'2", 10'6", 11'6", 13'0"	(2) 14'9", 16'6"	(4) 8'2", 10'6", 11'6", 13'0"
Mounting Options	wall, soffit, roof	wall, soffit, roof	wall, soffit, roof	wall or roof
Standard unit operation	plug-in motor with override motor feature, remote controlled			Soffit
Width ordering increments	by the 1/4 inch	by the 1/4 inch	by the 1/4 inch	by the 1/4 inch
Main Frame Components Origin	Spain & USA	Spain & USA	Spain & USA	Spain & USA
Product Assembly	USA	USA	USA	USA
Frame Warranty (non prorated) **	10 years	lifetime	lifetime	lifetime
Fabric Warranty (non prorated) ** 	10 years	10 years	10 years	10 years
Emerald Protection Availability**	included at no additional charge	included at no additional charge	included at no additional charge	included at no additional charge
Diamond Protection Availability **	yes	yes	yes	yes
Model Options				
Frame Colors	white, camel, spartan bronze	white, camel, spartan bronze, onyx	white, camel, spartan bronze, onyx	Alpine & Onyx
Fabric Options 	100% acrylic Sunbrella Shade fabric			
Front Drop Shade (motorized or manual operated)	up to 22' wide x 11'6" projection	up to 22' wide x 13' projection - not available with SC	up to 22' wide x 16'6" projection	up to 22' wide x 11'6" projection
Lighting	rope lighting or dimmable LED	rope lighting or dimmable LED	rope lighting or dimmable LED	N/A
Electronic Options 	wind sensor, sun sensor, rain sensor, wireless wall switches, multi channel transmitters, app controlled connectivity			
Technical Data				
Arm Tension System	9 cable ABT belt system	10 cable ABT belt system	11 cable ABT belt system	10 cable ABT belt system
Arm Elbow Construction	cast aluminum, bronze bushings, exposed belt	cast aluminum, sealed bearings, concealed belt	cast aluminum, bronze bushings, exposed belt	cast aluminum, bronze bushings, exposed belt
Arm Cycle Life Expectancy	60,000 cycles	72,000 cycles	60,000 cycles	72,000 cycles
Arm Tension Closing Force (per arm)	311 lbs.	325lbs.	400 lbs.	325 lbs.
Arm Spring Tension	890 lbs.	920 lbs.	1800 lbs.	920 lbs.
Wind Class Rated (Not all sizes unless listed)	up to class III rated 81lbs/30 mph	up to class III rated 81lbs/30 mph	up to class III rated 81lbs/30 mph	Class III rated 81lbs/30 mph - all sizes
Unit Weight (per foot)	15 lbs.	17 lbs.	20 lbs.	22 lbs.
Arm Shoulder Construction	two piece cast design 3 lbs. each	cast/extruded design - 4 lbs. each	three piece cast design - 8 lbs. each	cast/extruded design - 4lbs. each
Torsion Bar	1.58" x 1.58" (40mm x 40mm) x .150" thick aluminum	1.58" x 1.58" (40mm x 40mm) x .150" thick aluminum	2.0" (50mm) x .42" - steel, optional aluminum	1.58" x 1.58" (40mm x 40mm) x .150" thick aluminum

*as of 4/1/24 (subject to change)

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RETRACTABLE SHADING SYSTEMS

OLYMPUS UNIT



- Up to 40' wide, 23' wide with Semi Cassette
- Projections 67", 82", 106", 116", 130"
- Options: Drop Shade (up to 22' wide), Hood, Semi Cassette* (up to 23' wide)
- Lifetime frame warranty (Emerald Protection)
- Hardware colors: white, camel, spartan bronze & onyx (black textured)
- CBS Arm - 72,000 cycle tested
- 40mm heavy duty aluminum torsion bar



← Olympus with Hood and Semi Cassette (Closed)



Included

Concealed Arm Belt



Sealed Roller Bearings (top and bottom)

SUMMIT UNIT



- Up to 40' wide
- Projections 149" & 16'6"
- Options: Drop Shade (up to 22' wide), Hood
- Lifetime frame warranty (Emerald Protection)
- Hardware colors: white, camel & spartan bronze
- ART Arms - 60,000 cycle tested
- 50mm steel torsion bar, optional aluminum



← Summit with Hood (Closed)



Included



ART

REGAL UNIT



- Up to 23'0" in width
- Projections 82", 106", 116" and 130"
- Options: Drop Shade (up to 116" projection), Semi & Full Cassette
- Lifetime frame warranty (Emerald Protection)
- Hardware colors: alpine (white matte) and onyx (black matte)
- ART Arms - 60,000 cycle tested
- 40mm heavy duty aluminum torsion bar



Regal Full Cassette



Regal Semi Cassette



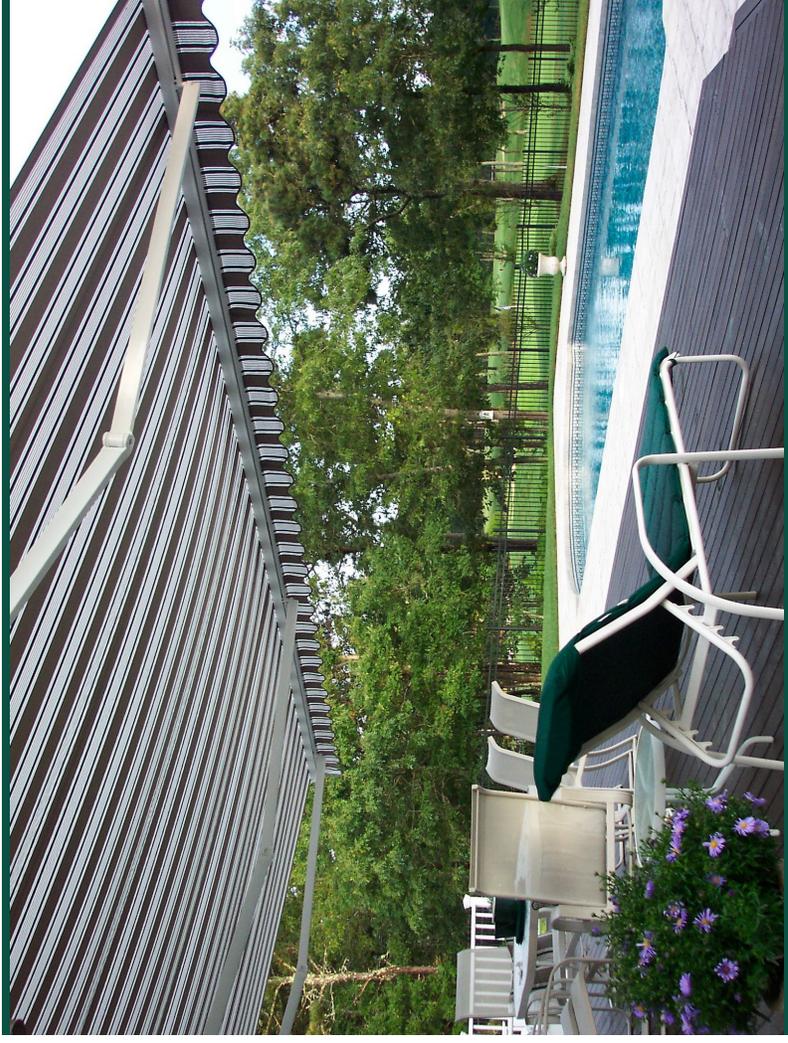
Included



Regal Arm

2024 RAINIER SHADING

• Product Highlights Guide •



SUN & RAIN SENSOR



Automatically operates motorized applications based on selected weather conditions with six available modes.

Available on all awning models

TAHOMA CONTROLLER



Create scenarios to link your connected devices and activate them with just a click on your smartphone.

Available on all models

WIRELESS WIND SENSOR



The Eolis 3D wind sensor will automatically retract an awning based on wind generated movements.

Available on all awning models

RAINIER UNIT

- Up to 40" wide
- Projections: 5'0", 7'4", 9'0", 10'6" and 11'6"
- Options: Drop Shade (up to 22' wide), Hood
- 10 year warranty on framework & optional hood
- Hardware colors: white, camel & spartan bronze
- ART Arms - 60,000 cycle tested
- 40mm heavy duty aluminum torsion bar



Rainier with Hood (Closed)



LOUVERED ROOF

SCREEN SYSTEMS

POWER SCREENS: SRS™ SCREEN & CABLE SCREEN



- Up to 25' wide x 20' drops* on SRS Screens
- Up to 18' wide x 16' drops* on Cable Screens
- Limited lifetime warranty
- Standard hardware colors: bright white, sierra**, walnut** & onyx**
- Premium hardware colors: available in 13 different selections
- Open weave or solid fabrics

**available sizes based on fabric
**all textured colors*



Included

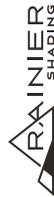
SIDE RETENTION SYSTEM (SRS™)



- Round Housing available in 3, 4 and 5 Series
- Square Housing available in 4 and 5 Series
- No cassette housing option
- Surface or Recessed tracking mounting options
- Tall or Short Hem bar option

CABLE SCREEN OPTION

- Available in 3, 4 and 5 Series
- No cassette housing option
- Optional floor or wall mount cable anchor
- Tall or Short Hem bar option



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RAINIER PINNACLE

- Custom made to your width and projection needs
- Free standing or wall attachment with front posts
- No exposed fasteners for a clean look
- Large variety of frame structure and louvers colors to choose from
- Optional lights; rain sensor, insulated louvers and more
- Can be integrated with retractable side retention screens



POPULAR RETRACTABLE PRODUCT OPTIONS

SEMI CASSETTE & FULL CASSETTE



Protects fabric when retracted and provides a clean European look.

Semi Cassette:

- Olympus & Regal option up to 23' wide

Full Cassette:

- Regal up to 23' wide

DROP SHADE



Add an additional level of protection from the sun.

Olympus* & Summit:

- Up to 22' wide
- Motorized or manual (all projections)

**Not available with semi cassette*

LUNAR & LED LIGHTING



When the sun goes down, the fun has just begun! Enjoy your awning in the evening hours with a lunar & LED light kit.

Available on most models



Warranty Information

2024

Rainier Shading
1760 Route 211 East
Middletown, NY 10941
(800) 501.3850

Version 5.24

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Warranty Information

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OFFICE: 845-692-7070 M-F (8am - 5pm EST)
AFTER HOURS / TECH SUPPORT: 845-645-6995

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LIMITED PRODUCT WARRANTY

Retractable Awnings

We at Rainier stand behind our exceptional products with pride. Should any products purchased from Rainier become defective, we will replace or repair them free of charge under the following terms of our **limited warranty**:

AWNING FRAMEWORK WARRANTY

The frames on Rainier units are guaranteed to function free from defects in workmanship and materials, under proper use, and unmodified components for the following period from the original date of purchase (see exclusions):

Ten (10) years:

Rainier and Shasta models.

Limited lifetime:

Olympus, Summit and Regal models.

FRAME FINISH WARRANTY

On all products, our frame finish is guaranteed to be free of defects in workmanship and materials under proper use and no closer than 1 mile from the ocean, for five (5) years from the original date of purchase (see exclusions).

FABRIC WARRANTY

This limited warranty guarantees Sunbrella brand fabric from becoming unserviceable due to: loss of color or strength from normal exposure conditions, including sunlight, mildew, rot and atmospheric chemicals, for ten (10) years from the original date of purchase (see exclusions).

MOTOR WARRANTY

Motors are warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of (five) 5 years from the original date of purchase (see exclusions).

ELECTRONICS WARRANTY

All motor controls, switches and electronics are warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of five (5) years beginning from the original date of purchase.

WARRANTY EXCLUSIONS

LIMITED LIABILITY AND INDEMNIFICATION

Rainier will not be liable for any consequential or incidental damages or injuries arising from an alleged breach of this within limited warranty.

Rainier assumes no liability for damage to the awning system and/or component parts caused by faulty installation, re installation, service, or failure to adhere to pitch requirements, as set forth in the OEM and/or Rainier installation manual. Rainier is not responsible for damage to any structure to which the shading system is installed or attached, or to property or items located above, below or near the unit. Further, this warranty is void if the unit is sold, serviced, or repaired by any unauthorized dealer or service outlet. Purchaser shall defend, indemnify, and hold Rainier harmless against all claims, suits, proceedings, losses, liabilities, and damages (including costs, expenses, and reasonable attorneys' fees) asserted by third parties against the Purchaser that arise out of any act or omission that constitutes a breach of Purchaser's warranties hereunder.

FORCE MAJEURE

Rainier is not responsible to cover damage to the awning system or its components parts caused from acts of nature, such as hurricanes, gales, tornadoes, snow, sleet, heavy rain, heavy winds, hail, flooding, weights or loads allowed to accumulate on the unit, fire, or similar hazards.

ADDITIONAL EXCLUSIONS

Rainier is not responsible to cover the cost of damage due to vandalism, neglect, improper use, or neglect of care (or a combination of the foregoing), dents, scratches, degradation due to salt corrosion such as oxidation, rust, chipping or peeling of paint finish, or weathering occurring from normal use, or wear and tear (on all related products). Rainier also does not guarantee the performance of the unit if the components are modified in anyway by the dealer of the home/business owner. Other brands of fabric will offer a shorter period of coverage, see dealer for specific details.

This warranty is non transferable and does not cover labor costs and installation supplied by your dealer.

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EMERALD PROTECTION PROGRAM

Lifetime Frame Coverage - 12 Year Fabric, 8 Year Motor & Electronic Coverage

We at Rainier stand behind our exceptional shading products with pride. Should any products purchased become defective, we will replace or repair them free of charge under the following terms of our **Emerald Protection Program**, our ultimate warranty.

RAINIER AWNING/SCREEN FRAMES

The framework of the shading system is guaranteed to function free from defects in workmanship and materials, under proper use, for the lifetime of the original owner while residing at that address.
- see exclusions.

FRAME FINISH

On all products, our frame finish is guaranteed to be free of defects in workmanship and materials under proper use for 5 years from the original date of purchase.
- see exclusions.

FABRIC

Awnings: The Sunbrella brand fabric only awning cover and sewn seams are guaranteed for twelve (12) full years.

Screens & Shades: The Screen fabric, zippers, and welded seams are guaranteed for twelve (12) years. Interior Shades are lifetime.

These guarantees apply to the fabric from becoming unserviceable due to: loss of color or strength from normal exposure conditions, including sunlight, mildew, or atmospheric chemicals, or improper cleaning. This warranty for awnings does not apply to fabric brands other than Sunbrella. This warranty for screens does not apply to clear windows or out of specification built units.
- see other exclusions.

MOTOR (if equipped)

The motor is warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of 8 years from the original date of purchase. Water infiltration into the motor is not covered - see exclusions.

CONTROLS & ELECTRONICS (if equipped)

The motor controls, switches and electronics are warranted to be free from defects in materials and workmanship, under normal and proper use for a period of 8 years beginning from the original date of purchase - see exclusions.

WARRANTY EXCLUSIONS LIMITED LIABILITY AND INDEMNIFICATION

Rainier will not be liable for any consequential or incidental damages or injuries arising from an alleged breach of this within this protection program. Rainier assumes no liability for damage to the unit and/or component parts caused by faulty installation, re installation, service, or failure to adhere to pitch requirements, as set forth in the OEM and/or Rainier installation manual. Rainier is not responsible for damage to any structure to which the unit is installed or attached, or to property or items located above, below or near the awning. Further, this warranty is void if the unit is sold, serviced, or repaired by any unauthorized dealer or service outlet. Purchaser shall defend, indemnify, and hold Rainier harmless against all claims, suits, proceedings, losses, liabilities, and damages (including costs, expenses, and reasonable attorneys' fees) asserted by third parties against the Purchaser which arise out of any act or omission that constitutes a breach of Purchaser's warranties hereunder.

FORCE MAJEURE

Rainier is not responsible to cover damage to the unit or its component parts caused from acts of nature, such as hurricanes, gales, tornadoes, snow, sleet, heavy rain, heavy winds, hail, flooding, weights or loads allowed to accumulate on the awning, fire, or similar hazards.

ADDITIONAL EXCLUSIONS

Rainier is not responsible to cover the cost of damage due to vandalism, neglect, improper use or care (or a combination of the foregoing), or dents, scratches, degradation due to salt corrosion, oxidation, rust, chipping or peeling of paint finish), or weathering occurring from normal use, or wear and tear (on all related products - especially for sea shore area installations). We reserve the right to remedy a claim by repairing or replacing the item in question at our discretion. Rainier also reserves the right to an inspection of the part(s) in question.

***The Emerald Protection Program is NONTRANSFERABLE AND DOES NOT COVER LABOR COSTS AND INSTALLATION BY YOUR DEALER.**

THANK YOU FOR CHOOSING RAINIER!

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REGISTRATION FORM

EMERALD PROTECTION PROGRAM



Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Best Phone: _____
Email: _____
Warranty Total Investment: \$ _____
Product Number/Code: _____
Rainier Dealer: _____
Date of Purchase: _____

Product(s):

Rainier

Cost: \$169 per arm x _____ number of arms

Shasta

Cost: \$169 per unit x _____ number of units

Interior Roller Shades

Cost: \$99 per unit x _____ number of units

I have read the Rainier warranty for the Emerald Protection Program, and fully understand and agree with all provisions of the warranty.

(Signature)

(Date)

(Please note this warranty is non-transferable and does not supersede the exclusions of the standard warranty.)

▶ PLEASE RETURN THIS COMPLETED FORM TO:

Rainier Shading
1760 Route 211 East
Middletown, NY 10941





DIAMOND PROTECTION PROGRAM

Lifetime Frame, Hardware, Fabric, Motor & Electronic Coverage

We at Rainier stand behind our exceptional shading products with pride. Should any products purchased become defective, we will replace or repair them free of charge under the following terms of our **Diamond Protection Program**, our ultimate warranty.

RAINIER AWNING/SCREEN FRAMES

The framework of the shading system is guaranteed to function free from defects in workmanship and materials, under proper use, for the lifetime of the original owner while residing at that address.
- see exclusions.

FRAME FINISH

On all products, our frame finish is guaranteed to be free of defects in workmanship and materials under proper use for 5 years from the original date of purchase.
- see exclusions.

FABRIC

Awnings: The Sunbrella brand fabric only awning cover and sewn seams are guaranteed for a lifetime to the original owner while residing at that address.

Screens & Shades: The Screen fabric, zippers, and welded seams are guaranteed for a lifetime to the original owner while residing at that address.

These guarantees apply to the fabric from becoming unserviceable due to: loss of color or strength from normal exposure conditions, including sunlight, mildew, or atmospheric chemicals, or improper cleaning. This warranty for awnings does not apply to fabric brands other than Sunbrella. This warranty for screens does not apply to clear windows or out of specification built units.
- see other exclusions.

MOTOR (if equipped)

The motor is warranted to be free from defects in materials and workmanship, under normal and proper use for a lifetime to the original owner. Water infiltration into the motor is not covered.

CONTROLS & ELECTRONICS (if equipped)

The motor controls, switches and electronics are warranted to be free from defects in materials and workmanship, under normal and proper use for a lifetime to the original owner. Water infiltration into electronics is not covered - see exclusions.

WARRANTY EXCLUSIONS LIMITED LIABILITY AND INDEMNIFICATION

Rainier will not be liable for any consequential or incidental damages or injuries arising from an alleged breach of this within this protection program. Rainier assumes no liability for damage to the unit and/or component parts caused by faulty installation, re installation, service, or failure to adhere to pitch requirements, as set forth in the OEM and/or Rainier installation manual. Rainier is not responsible for damage to any structure to which the unit is installed or attached, or to property or items located above, below or near the awning. Further, this warranty is void if the unit is sold, serviced, or repaired by any unauthorized dealer or service outlet. Purchaser shall defend, indemnify, and hold Rainier harmless against all claims, suits, proceedings, losses, liabilities, and damages (including costs, expenses, and reasonable attorneys' fees) asserted by third parties against the Purchaser which arise out of any act or omission that constitutes a breach of Purchaser's warranties hereunder.

FORCE MAJEURE

Rainier is not responsible to cover damage to the unit or its component parts caused from acts of nature, such as hurricanes, gales, tornadoes, snow, sleet, heavy rain, heavy winds, hail, flooding, weights or loads allowed to accumulate on the awning, fire, or similar hazards.

ADDITIONAL EXCLUSIONS

Rainier is not responsible to cover the cost of damage due to vandalism, neglect, improper use or care (or a combination of the foregoing), or dents, scratches, degradation due to salt corrosion, oxidation, rust, chipping or peeling of paint finish), or weathering occurring from normal use, or wear and tear (on all related products - especially for sea shore area installations). We reserve the right to remedy a claim by repairing or replacing the item in question at our discretion. Rainier also reserves the right to an inspection of the part(s) in question.

***The Diamond Protection Program is
NONTRANSFERABLE AND DOES NOT COVER LABOR
COSTS AND INSTALLATION BY YOUR DEALER.**

THANK YOU FOR CHOOSING RAINIER!

v.5.24

REGISTRATION FORM

DIAMOND PROTECTION PROGRAM



Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Best Phone: _____
Email: _____
Warranty Total Investment: \$ _____
Product Number/Code: _____
Rainier Dealer: _____
Date of Purchase: _____

▶ PLEASE RETURN THIS COMPLETED FORM TO:
Rainier Shading
1760 Route 211 East
Middletown, NY 10941

Product(s):

- Olympus & Regal
Cost: \$89 per arm x _____ number of arms
- Summit
Cost: \$119 per arm x _____ number of arms
- Rainier
Cost: \$179 per arm x _____ number of arms
- Shasta
Cost: \$189 per unit x _____ number of units
- RSS Side Retention Screens - see model limitations
Cost: \$299 per unit x _____ number of units
- RSS Cable Guided Screens - see model limitations
Cost: \$289 per unit x _____ number of units
- Interior Roller Shades
Cost: \$129 per unit x _____ number of units
- I have read the Rainier warranty for the Diamond Protection Program, and fully understand and agree with all provisions of the warranty.

(Signature)

(Date)

(Please note this warranty is non-transferable and does not supersede the exclusions of the standard warranty.)





LIMITED PRODUCT WARRANTY

Power Screens

We at Rainier stand behind our exceptional products with pride. Should any products purchased from Rainier become defective, we will replace or repair them free of charge under the following terms of our **limited warranty**:

SCREEN FRAMEWORK WARRANTY

The frames, brackets and associated hardware on Rainier units are guaranteed to function free from defects in workmanship and materials, under proper use, and unmodified components under a limited lifetime warranty (see exclusions).

FRAME FINISH WARRANTY

On all products, our frame finish is guaranteed to be free of defects in workmanship and materials under proper use and no closer than 1 mile from the ocean, for five (5) years from the original date of purchase (see exclusions).

FABRIC WARRANTY

This limited warranty guarantees fabric from becoming unserviceable due to: loss of color or strength from normal exposure conditions, including sunlight, mildew, rot and atmospheric chemicals, for up to fifteen (15) years from the original date of purchase. If the unit has clear vinyl windows in the fabric, they are warranted as follows: ninety (90) days for standard grade, one (1) year for premium grade (see exclusions).

MOTOR WARRANTY

Motors are warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of eight (8) years from the original date of purchase (see exclusions).

ELECTRONICS WARRANTY

All motor controls, switches and electronics are warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of eight (8) years beginning from the original date of purchase.

WARRANTY EXCLUSIONS

LIMITED LIABILITY AND INDEMNIFICATION

Rainier will not be liable for any consequential or incidental damages or injuries arising from an alleged breach of this within limited warranty.

Rainier assumes no liability for damage to the screen system and/or component parts caused by faulty installation, re installation, service, or failure to adhere to pitch requirements, as set forth in the OEM and/or Rainier installation manual. Rainier is not responsible for damage to any structure to which the shading system is installed or attached, or to property or items located above, below or near the unit. Further, this warranty is void if the unit is sold, serviced, or repaired by any unauthorized dealer or service outlet. Purchaser shall defend, indemnify, and hold Rainier harmless against all claims, suits, proceedings, losses, liabilities, and damages (including costs, expenses, and reasonable attorneys' fees) asserted by third parties against the Purchaser that arise out of any act or omission that constitutes a breach of Purchaser's warranties hereunder.

FORCE MAJEURE

Rainier is not responsible to cover damage to the screen system or its components parts caused from acts of nature, such as hurricanes, gales, tornadoes, snow, sleet, heavy rain, heavy winds, hail, flooding, weights or loads allowed to accumulate on the unit, fire, or similar hazards.

ADDITIONAL EXCLUSIONS

Rainier is not responsible to cover the cost of damage due to vandalism, neglect, improper use, or neglect of care (or a combination of the foregoing), dents, scratches, degradation due to salt corrosion such as oxidation, rust, chipping or peeling of paint finish, or weathering occurring from normal use, or wear and tear (on all related products). Rainier also does not guarantee the performance of the unit if the components are modified in anyway by the dealer of the home/business owner. Other brands of fabric will offer a shorter period of coverage, see dealer for specific details.

This warranty is non transferable and does not cover labor costs and installation supplied by your dealer.

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LIMITED PRODUCT WARRANTY LOUVERED ROOF

We at Rainier stand behind our exceptional products with pride. Should any products purchased from Rainier become defective, we will replace or repair them free of charge under the following terms of our **limited warranty**:

FRAME FINISH WARRANTY

On all products, our frame finish is guaranteed to be free of defects in workmanship and materials under proper use and no closer than 1 mile from the ocean, for twenty (20) years from the original date of purchase (see exclusions).

MOTOR WARRANTY

Motors are warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of (five) 5 years from the original date of purchase (see exclusions).

ELECTRONICS WARRANTY

All motor controls, switches and electronics are warranted to be free from defects in materials and workmanship, under normal and proper use, for a period of five (5) years beginning from the original date of purchase.

WARRANTY EXCLUSIONS

LIMITED LIABILITY AND INDEMNIFICATION

Rainier will not be liable for any consequential or incidental damages or injuries arising from an alleged breach of this within limited warranty. Rainier assumes no liability for damage to the louvered roof system and/or component parts caused by faulty installation, re installation, service, or failure to adhere to pitch requirements, as set forth in the OEM and/or Rainier installation manual. Rainier is not responsible for damage to any structure to which the shading system is installed or attached, or to property or items located above, below or near the unit. Further, this warranty is void if the unit is sold, serviced, or repaired by any unauthorized dealer or service outlet. Purchaser shall defend, indemnify, and hold Rainier harmless against all claims, suits, proceedings, losses, liabilities, and damages (including costs, expenses, and reasonable attorneys' fees) asserted by third parties against the Purchaser that arise out of any act or omission that constitutes a breach of Purchaser's warranties hereunder.

FORCE MAJEURE

Rainier is not responsible to cover damage to the louvered roof system or its components parts caused from acts of nature, such as hurricanes, gales, tornadoes, snow, sleet, heavy rain, heavy winds, hail, flooding, weights or loads allowed to accumulate on the unit, fire, or similar hazards.

ADDITIONAL EXCLUSIONS

Rainier is not responsible to cover the cost of damage due to vandalism, neglect, improper use, or neglect of care (or a combination of the foregoing), dents, scratches, degradation due to salt corrosion such as oxidation, rust, chipping or peeling of paint finish, or weathering occurring from normal use, or wear and tear (on all related products). Rainier also does not guarantee the performance of the unit if the components are modified in anyway by the dealer of the home/business owner. Other brands of fabric will offer a shorter period of coverage, see dealer for specific details.

This warranty is non transferable and does not cover labor costs and installation supplied by your dealer.



2024 Rainier Model Warranty Details and Options

Model ⁴	Frame	Fabric	Motor	Finish ¹	Emerald Protection ²	Diamond Protection ³	All Weather Assurance ⁵
AWNINGS							
Olympus - all variants	lifetime	12	8	5	inc	\$75/arm	\$75/arm + \$219/unit
Summit	lifetime	12	8	5	inc	\$99/arm	\$99/arm + \$219/unit
Regal SC/FC	lifetime	12	5	5	inc	\$75/arm	\$75/arm + \$219/unit
Rainier	10	10	5	5	\$119/arm	\$159/arm	\$159/arm + \$219/unit
Shasta Drop Arm	10	10	5	5	\$109/unit	\$159/unit	\$159/unit + \$219/unit
EXTERIOR SCREENS							
RSS side retention screens - All variants	limited lifetime	15*	8	5	inc	\$229/unit	N/A
RSS cable guided Screens	limited lifetime	15*	8	5	inc	\$219/unit	N/A
INTERIOR SHADES							
Interior Roller Shades - all variants	10	10	5	5	\$65/unit	\$109/unit	N/A
LOUVERED ROOF							
Rainier Pinnacle	20	N/A	5	5	N/A	N/A	N/A

ALL warranties are to the original purchaser, are non transferable and no labor is included

**2024 DEALER
WHOLESALE**

¹ If unit is installed on the exterior within one mile of the ocean, finish is not covered - see our seashore installation care guide

² provides plus 2 years on the fabric, 3 plus years on the motor and electronics

³ provides lifetime coverage on fabric, motor & electronics

⁴ unit options at the original time of order follows the same coverage

⁵ this plan requires **Diamond Protection**

**ALL PRICES SHOWN ARE AT DEALER
COST - NO DISCOUNTS APPLY**

To factory register your Rainier Shading System, visit:
<https://rainiershading.com/warranty/>

Enter your order number as shown in the box below



RETRACTABLE SHADING SYSTEMS

AWNING MANUAL

For Owners and Operators
of Rainier Shade Systems

Rainier Shading
800-501-3850
rainiershading.com

I. IMPORTANT SAFETY GUIDELINES

- Your retractable awning is designed exclusively for sun protection and should not be used during extreme weather conditions such as high winds or heavy, driving rain.
- Please do not leave your extended/open awning unattended as weather conditions can change quickly, potentially causing damage to the awning.
- Use of a wind or rain sensor does not protect your awning from sudden wind gusts or rain. Damages caused by wind or water retention, even with these sensors properly installed, are not covered under the warranty.
- Never allow snow or rain to create a weight load on your open awning. Damages caused by a rain accumulation or snow load are not covered under the warranty.
- Never barbecue or have an open flame under your open awning. Excessive heat can cause discoloring or damage to your fabric.
- Do not allow debris to be rolled up when retracting your awning. The fabric can be stained or punctured by debris.
- Clean your awning regularly following the instructions for cleaning and care. Never use a power washer, metal bristle brush or heat.
- Remove your valance during the winter months to avoid fraying caused by wind, ice or snow. SEE WINTER CARE ON PAGE 5

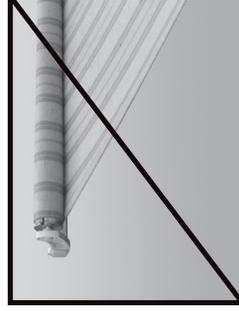
AND ENJOY YOUR INVESTMENT FOR MANY YEARS!

II. OPERATING YOUR NEW RAINIER AWNING

A. With a Gear & Hand Crank Drive

Insert the hand crank through the eye of the gear. With very little downward pressure and with the hand crank at approximately the same angle as the gear eye, unwind the awning to its full projection. The arms on the awning should not be forced into a locked position - when the fabric begins to sag. Full projection is achieved when a gap is visible at the casting of arm elbows.

Be careful not to over extend your awning as this will cause the fabric to "back roll" (see picture at right). The fabric will roll off of the roller tube from the under side and possibly cause damage to your awning.



RAINIER LIMITED PRODUCT WARRANTY

FRAMEWORK - The framework on your shading system is guaranteed to function free from defects in workmanship and materials, under proper use from the original date of purchase, for the following limited warranty period:

Rainier and Shasta: 10 years
Olympus, Summit, Regal: lifetime

FRAME FINISH - On all products, our frame finish is guaranteed to be free of defects in workmanship and materials under proper use for 5 years from the original date of purchase (see exclusions).

FABRIC - This limited warranty guarantees the fabric from becoming unserviceable due to: loss of color or strength from normal exposure conditions, including sunlight, mildew, rot and atmospheric chemicals, for 10 years from the original date of purchase for Sunbrella fabrics, other fabrics may vary.

MOTOR & ELECTRONICS - Our motors and electronics are guaranteed to be free from defects in materials and workmanship under normal and proper use, from the original date of purchase for the following limited warranty period:

Rainier and Shasta: 5 years
Olympus, Summit, Regal: 8 years

WARRANTY EXCLUSIONS

LIMITED LIABILITY AND INDEMNIFICATION - Rainier will not be liable for any consequential or incidental damages or injuries arising from an alleged breach of this within limited warranty.

Rainier assumes no liability for damage to the shading system and/or component parts caused by faulty installation, re installation, service, or failure to adhere to pitch requirements, as set forth in the OEM and/or Rainier installation manual. Rainier is not responsible for damage to any structure to which the product is installed or attached, or to property or items located above, below or near the unit. Further, this warranty is void if the awning is sold, serviced, or repaired by any unauthorized dealer or service outlet. Purchaser shall defend, indemnify, and hold Rainier harmless against all claims, suits, proceedings, losses, liabilities, and damages (including costs, expenses, and reasonable attorneys' fees) asserted by third parties against the Purchaser which arise out of any act or omission that constitutes a breach of Purchaser's warranties hereunder.

FORCE MAJEURE - Rainier is not responsible to cover damage to the shading system or its component parts caused from acts of nature, such as hurricanes, gales, tornadoes, snow, sleet, heavy rain, heavy winds, hail, flooding, weights or loads allowed to accumulate on the awning, fire, or similar hazards.

ADDITIONAL EXCLUSIONS - Rainier is not responsible to cover the cost of damage due to vandalism, neglect, improper use or care (or a combination of the foregoing), or dents, scratches, degradation due to salt corrosion oxidation, rust, chipping or peeling of paint finish), or weathering occurring from normal use, or wear and tear (on all related products).



***This warranty is non-transferable and does not cover labor costs and installation supplied by your dealer.**

Fabric Characteristics

Please note the illustrations below as they represent normal characteristics of woven acrylic fabric in outdoor applications. Dimpling and waviness are the result of tension at points of different thickness in fabric layers. This usually occurs near the seams, but can be present in the middle of the fabric panels. Changes in temperature and moisture levels can affect the extent and visibility of these characteristics. These characteristics will not affect the performance of the fabric.



Stretching is also a normal characteristic of awning fabric. If you notice your awning fabric is no longer taut when fully extended, retract the awning slightly to restore tension to the fabric.

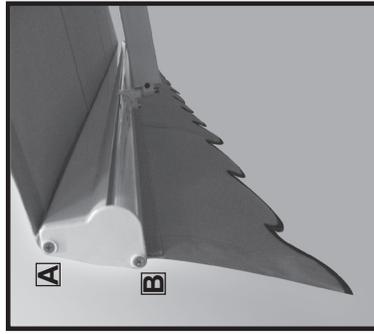
Due to normal stretching of the fabric you may need to have the motor limits adjusted by your dealer after a period of initial use. This is normal and is not a warranty issue.

Winter Care

If your awning is not in use during the winter months, we recommend that you remove the valance to prevent wind and ice damage. The valance is removed by loosening and removing the bottom screw from each of the front bar end caps.

Pivot the caps on the remaining tightened screw toward the awning frame and slide the valance and tubing out of the channel. Pivot the end cap forward, replace and tighten the screws. Failure to reinstall the front bar end cap screws can result in the fabric working its way out of the frame and causing damage to the fabric and/or frame.

1. Remove bottom screw from each of the front bar end caps (Screw B).
2. Pivot the end cap on (Screw A) toward the rear. Please note there may be a valance local screw located under the side cap; if so, remove this screw and loosen the one on the other side.
3. Remove the fabric valance, leaving the PVC in the cover and roll in a coil.
4. Return end cap to original position and tighten screws.



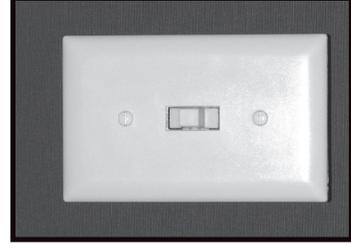
To retract the awning, turn the hand crank in the direction which will retract the awning, rewinding the fabric onto the roller tube. The awning is fully retracted when the front bar meets the roller tube.

It is recommended that the hand crank be removed from the gear eye when it is not in use to prevent damage or misuse by others.

B. With Optional Motor

Wall Switch Operation

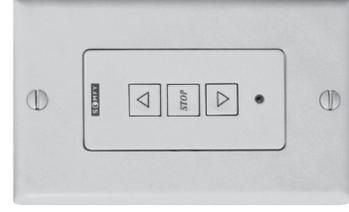
Push the switch down to extend the awning. The motor has been preset to stop when the awning reaches its full extension. When fully extended, the fabric should be taut and the arms slightly bent at the elbows. To retract the awning, push the switch



up. The awning motor is preset to stop when it is fully retracted. You may stop the awning at any position during extension or retraction by moving the switch to the center position.

Wireless Control Operation

Press the bottom button of the remote or the wire free wall switch to extend the awning. The motor has been preset to stop when the awning reaches its full extension. When fully extended, the fabric should be taut and the arms slightly bent at the elbows, leaving a gap between the elbow castings. To retract the awning, press the top button. The awning motor is preset to stop when it is fully retracted. You may stop the awning at any desired position during extension or retraction by pressing the center "my" or "stop" button.



**Your Remote may differ in appearance.*

IV. GENERAL CARE AND CLEANING

Your awning has been manufactured with durable weather resistant materials. Occasional cleaning and inspection will keep it looking like new and functioning properly for many years.

Awning Frame

The awning frame should be periodically cleaned to avoid cosmetic damage. The frame should be cleaned at least once a year with a sponge and mild soap/water solution. Close proximity to salt water makes cleaning essential. If the awning is in a salt water environment, we recommend rinsing the awning every month with clean fresh water. For added protection, a coat of automotive wax can be applied. Apply carefully to avoid contact with the fabric.



Warning: Although your motor is self-contained, do not allow the motor head to get excessively wet during cleaning.

Awning Fabric

Acrylic fabrics require periodic cleaning to prevent debris from becoming embedded in the fabric. Extend the awning and follow these steps:

- Brush off loose dirt.
- Hose down.
- Prepare a cleaning solution of water and mild soap such as Woolite or Dawn dish washing liquid.
- Use a soft bristle brush to clean.
- Allow cleaning solution to soak into the fabric.
- Rinse thoroughly until all soap residue is removed.
- Let air dry before retracting.
- If stubborn stains persist, you can use a diluted bleach/soap mixture for spot cleaning of mildew. For roof run-off or other similar stains a strong degreaser may be required.

For additional information on fabric cleaning, please visit:
sunbrella.com/en-us/how-to-clean



Sunbrella® is a registered trademark of Glen Raven, Inc.

Thermal Override Protection

Your awning motor has built in limit switches to automatically stop the awning when fully extended or retracted as well as thermal overload protection. With normal operation the thermal protection will not activate. In the event the motor does not respond after repetitive use, note that it will automatically reset and be ready to operate in approximately 30 minutes.

III. OPTIONAL FRONT BAR DROP SHADE

The Rainier Drop Shade is designed to provide additional shade protection from early morning or late day sun.

Manual Operation

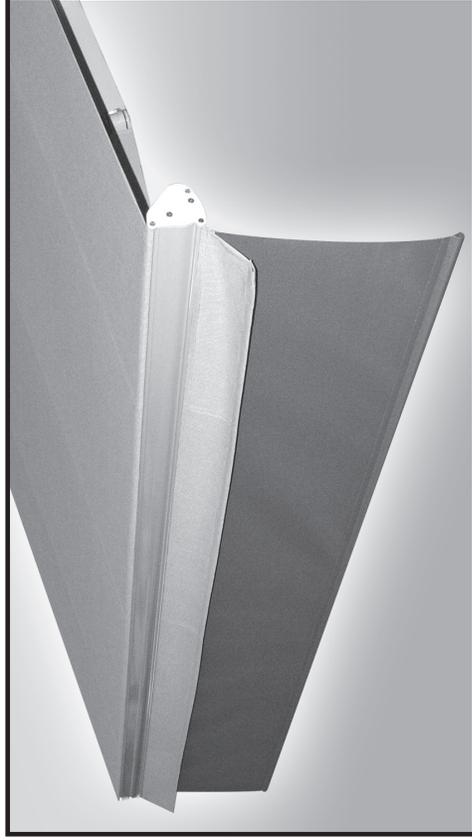
The Drop Shade can be operated by the gear on the end of the front bar. Use the gear and hand crank to roll the fabric down as far as needed to provide sufficient shade. **Fabric should never be extended past the caution label located on the gear side of the fabric.**

Retract the Drop Shade by turning the gear in the opposite direction until the fabric is about 1" from the bottom of the fabric opening.

Motorized Operation

The Drop Shade installed with a motor is operated by remote control on a separate channel than the main awning. Once on the correct channel, press the bottom button to extend the fabric. You can stop the extension of the Drop Shade to the position needed to provide the required shade by using the center button. To retract the Drop Shade, press the top button.

Before retracting the awning, be sure to retract the Drop Shade FIRST.





Seashore Area Installations Require Extra Care

Installing outdoor shading products in areas where salt laden air is present requires extra care on the part of the owner. Salt air is extremely corrosive on all objects including “Non-Ferrous” metals like stainless steel and aluminum. Rainier incorporates the finest materials available based on the requirements for long performance and strength. The frame components are manufactured with a combination of aluminum, stainless steel and corrosion resistant carbon steel where high strength is required.

Salt corrosion is not covered under any Rainier warranty. You will increase the life expectancy of your shading system investment by following these special instructions as soon as the unit(s) are installed.

Shading systems exposed to salt air MUST be treated with the same care as would be given to a boat or other metal equipment in order to prevent accelerated salt environment as soon as the unit(s) are installed.

Please follow these steps for the special care that is required for Rainier exterior mounted shading units that will be exposed to a salt air environment:

- The framework and fabric should be washed monthly with a car wash type soap solution to clean off salt deposits. A simple hose end sprayer like Soap Jet works well.
- Rinse the frame and fabric with clean water and let the fabric dry in the extended position. In the spring and fall lubricate the moving parts with a penetrating Teflon lubricant. Super Lube aerosol is a good choice.
- For Zipper screens, the fabric should be fully retracted and the black side track inserts should be cleaned out monthly. Once the track inserts are fully dried, they should be sprayed down with a dry lube.

This simple preventative maintenance process will significantly extend life of your awning or exterior screen.

Salt corrosion is not covered under ANY Rainier warranty.



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