

Vortex Pergolas™ Limited Warranty

Vortex Leisure Pty Ltd owns the Vortex Pergolas™ brand

All Vortex Pergolas™ are meticulously crafted using high-quality materials and built to meet rigorous standards, ensuring durability in typical weather conditions. However, they may not be suitable for certain locations, such as areas prone to high winds or heavy snow loads. Please note that the warranty excludes coverage for weather-related damage, including damage to the louvres, resulting from such events.

15-year structural warranty

Vortex Leisure Pty Ltd warrants the structural integrity of the pergola frame against defects in workmanship and materials for 15 years subject to the limitations, conditions and exclusions expressed in this warranty.

5-year powder coat warranty

Vortex Leisure Pty Ltd warrants the powder coat for a period of 5 years from the date of delivery. Fading and peeling may naturally occur over time and will not be covered under warranty. Damage caused to the powder coat due to improper use or handling not be covered under warranty. Disposal of any component replaced under warranty will be the owners responsibility.

2-year lighting warranty

Vortex Leisure Pty Ltd warrants against any defects in the LED lighting supplied by Vortex Leisure Pty Ltd for a period of 2 years from date of delivery. This warranty does not cover damage to the lights caused by incorrect use.

3-year motor warranty

Vortex Leisure Pty Ltd warrants the motor against defects in materials and workmanship for a period of 3 years from date of delivery. This warranty does not cover damage to the motor caused by incorrect use or installation.

1-year electronic components warranty

Vortex Leisure Pty Ltd warrants electronic control systems against defects in materials and workmanship for a period of 1 year from date of delivery.

1-year pergola blinds tracks, structure and mechanism warranty

Vortex Leisure Pty Ltd warrants the pergola blinds tracks, structure and mechanism against defects in materials and workmanship for a period of 1 year from date of delivery. The blinds must remain retracted when not in use. High winds can damage the blinds and this damage will not be covered under warranty. Fading and weathering of the surface will occur naturally over time, and are not considered defects and will not be covered under warranty.

3-year pergola blinds fabric warranty

Vortex Leisure Pty Ltd warrants against any defects in the fabric for a period of 3 years from the date of delivery. Fading and weathering of the surface will occur naturally over time, and are not considered defects and will not be covered under warranty. The blinds must remain retracted when not in use. High winds can damage the blinds and this damage will not be covered under warranty. Fading and weathering of the surface will occur naturally over time, and are not considered defects and will not be covered under warranty.

Warranty coverage

Warranty coverage begins at the delivery date. Vortex Leisure Pty Ltd only extends this warranty to the original purchaser and only if the pergola has been purchased through an authorised Vortex Leisure Pty Ltd reseller. Written notice of the defect and proof of purchase must be provided to Vortex Leisure Pty Ltd or its nominated representative within 14 days of the defect occurring. If the pergola is required to be returned to Vortex Leisure Pty Ltd for rectification all freight costs shall be pre-paid by the customer. Repair or replacement of any defective product is at the sole discretion of Vortex Leisure Pty Ltd. To action warranty service contact the authorised Vortex Leisure Pty Ltd reseller you purchased from. If you are unable to obtain satisfactory service from your reseller written notification must be provided to Vortex Leisure Pty Ltd within 14 days of the defect occurring.

Pergola Installation

We recommend that the pergola is installed by qualified builder.

Electrical connection

Any required electrical work must be carried out by a licensed electrician. Vortex Leisure Pty Ltd reserve the right to ask for proof that the pergola has been installed by a qualified electrician.

Warranty exclusions

1. Damage resulting from improper maintenance.
2. Damage caused to the pergola by improper use and natural fading from sunlight.
3. Acts of God including but not limited to weather events.
4. Damage caused by corrosion
5. Issues arising from incorrect installation including the Pergola being built on an uneven/unlevel surface.
6. Damage caused by incorrect electrical installation, brownouts, voltage spikes or operating pergola out of +/- 10% of voltage range.
7. Commercial use reduces all warranties to maximum 6 months.
8. Damage caused by relocation of the pergola from its original installed location.
9. Damage caused by third party carriers.
10. Drain or gutter leakage.
11. Remote batteries are excluded from the warranty.
12. Any rust on ground attachment anchors.

Limitations

This warranty is the only warranty offered by Vortex Leisure Pty Ltd and excludes any other implied or oral undertakings. Except as described above, this warranty does not cover defects or damage due to normal wear and tear, improper installation or alteration, accident, acts of God, misuse, abuse, commercial or industrial use, use of an accessory not approved by Vortex Leisure Pty Ltd, failure to follow Vortex Pergolas™ or Owner's Manual, or repairs made or attempted by anyone other than an authorised representative of Vortex Leisure Pty Ltd. Vortex Leisure Pty Ltd or its agents will not be liable for any incidental or consequential loss or injury. Vortex Leisure Pty Ltd will not be liable for costs associated with but not limited to building alterations, removal costs, delivery costs or labour costs associated with the replacement or repair of pergola and parts.