PERGOLAST
BY GLASS GROUP

Limited Warranty

Up to 10 years on every Haven system.

Haven · Haven Pro · Haven Net · Haven Fold · Haven Shade · Haven Rise · Haven Clear · Haven Glide

10 yrs

Structural frame

Posts, beams, gutters and base plates on every Haven roof system.

7 yrs

Finish

QUALICOAT Seaside powder coat, protected against peeling and chalking.

2 yrs

Parts

Free replacement parts. This is a product warranty: installation labor is warranted by your installer.

ROOF SYSTEMS · HAVEN, HAVEN PRO, HAVEN NET, HAVEN FOLD

COMPONENT	TERM	COVERS
Main structural frame: posts, beams, gutters, base plates	**10 years**	Structural failure, deformation and corrosion from defects
Powder coat finish (QUALICOAT, Seaside grade)	**7 years**	Peeling, blistering, cracking and chalking
Louvers, Somfy motors, hand cranks and drive mechanisms	**5 years**	Failure under normal use
Haven Net hidden belt drive	**7 years**	Failure under normal use
Roof fabric (Haven Net, Haven Fold)	**10 years, prorated**	Tearing, delamination, loss of water-tightness. 100% years 1–5, 50% years 6–8, 25% years 9–10
LED lighting, remotes, sensors, receivers, heaters	**2 years**	Material and manufacturing defects
Gaskets, seals, PVC gears and accessories	**2 years**	Material and manufacturing defects

WALL SYSTEMS · HAVEN SHADE, HAVEN RISE, HAVEN CLEAR, HAVEN GLIDE

COMPONENT	TERM	COVERS
Aluminum frames, tracks and hardware	**5 years**	Material and manufacturing defects
Powder coat finish	**7 years**	Peeling, blistering, cracking and chalking
Motors (Haven Shade, Haven Rise)	**5 years**	Failure under normal use
Screen fabric (Haven Shade)	**5 years**	Tearing, seam failure, loss of zip retention
Electrical components and controls	**2 years**	Material and manufacturing defects
Glass breakage	**Not covered**	—

What sets this warranty apart

Transferable once

On systems installed by Pergola Installer, remaining coverage passes to the next owner.

Registered for you

Pergola Installer registers your warranty at handover. No forms to file.

Engineered for your site

Designed to ASCE 7 wind and snow loads for its location and reviewed by a PE.

One point of contact

Pergolast handles every product claim directly, from inspection to replacement parts.

Fast response

We contact you within 5 business days and ship approved replacement parts within 30 days.

Claim window

Report a defect in writing within 30 days of discovering it, with photos.

A product warranty. Pergolast does not install Haven systems. This warranty covers materials and manufacturing. Installation workmanship and labor are warranted by your installer: **Pergola Installer** gives 1 year of labor on the systems it installs, and other contractors give their own warranty. See page 03.

INSTALLATION AND LABOR

Who installs your system

Pergolast does not install Haven systems. Every system carries the Pergolast **Product Warranty**, covering materials and manufacturing. Installation workmanship and labor are warranted by whoever installs the system, not by Pergolast.

	INSTALLED BY PERGOLA INSTALLER	INSTALLED BY ANOTHER CONTRACTOR
Frame, finish, motors, fabric, electrical	Full terms in the coverage tables	Same terms
Replacement parts	Free for each component's term	Free for each component's term, shipped to the contractor
Installation workmanship and labor	Pergola Installer's own warranty, including 1 year of labor (given by Pergola Installer, not Pergolast)	The contractor's own warranty
Registration	Done by Pergola Installer at handover	Contractor registers within 30 days; proof of install date also accepted
Claims	Customer emails service@pergolainstaller.com	Through the contractor, who files with Pergolast
Transferable	Once, to the next owner	No

IF ANOTHER CONTRACTOR INSTALLED YOUR SYSTEM

Registration

The contractor emails **service@pergolainstaller.com** within 30 days of completing the installation with: the Pergolast invoice or order number, the installation address and date, the contractor's company name, and photos of the finished system, the anchoring and footings, and the electrical connections. Registration is not a condition of coverage: an unregistered system is still covered from its installation date, shown by an invoice or other proof. Registration speeds up claims.

Conditions

1. Installed to the Pergolast installation manual and shop drawings.
2. Footings and anchors built to the PE-reviewed design and local code.
3. Motorized Products connected by a licensed electrician.
4. Damage caused by installation, such as incorrect anchoring, sealing, leveling or wiring, is not covered.

Making a claim. The Customer contacts the contractor, who sends the claim to Pergolast with photos. Pergolast may inspect before approving. Approved replacement parts are shipped to the contractor at no charge; removal, reinstallation and other labor are the contractor's or Customer's responsibility. All other terms on pages 04 to 06 apply.

Limited Warranty Terms

Who is the warrantor?

Glass Group, doing business as Pergolast ("Pergolast"), 199 Water St, New York, NY 10038, gives this limited warranty on Haven Collection products it sells (the "Products").

Who is covered?

The original purchaser ("Customer") of a Product installed at a property in the United States, by Pergola Installer or by another contractor (see page 03). If a Product installed by Pergola Installer changes owners, the remaining coverage may be transferred once to the next owner, who must notify Pergolast in writing within 60 days of the sale. Coverage on Products installed by other contractors is not transferable.

What is covered?

Pergolast warrants that, during the periods listed in the coverage tables, the Products will be free from defects in materials and manufacturing. Pergolast does not install the Products, and this warranty does not cover installation workmanship or labor.

When does coverage start?

Coverage starts on the date installation is completed. The installer registers the warranty at handover and gives the Customer a Warranty Certificate recording the installation date and the Products installed. A repaired or replaced part is covered for the rest of the original period; the period is not extended or restarted. Accessories added after the original installation, such as heaters, lights or screens, are covered from the date they are installed.

Conditions

1. The Product was installed to the Pergolast installation manual and shop drawings, by Pergola Installer or another contractor. Contractor-installed Products are covered as described on page 03.
2. The Product is used and maintained as described in the Pergolast care guide, including regular washing with water and mild soap and keeping gutters and drains clear.
3. Motorized Products are connected by a licensed electrician to a power supply matching the motor's rating.
4. The Customer has paid the contract price in full. Coverage is suspended while any balance owed to Pergolast is past due and resumes once it is paid.
5. The Customer walks through the finished installation with the installer and notes any visible damage or missing items on the handover record.
6. If the Customer asks to delay installation more than 12 months after the contract date, coverage starts on the date the Products were ready to install.

What is not covered?

- Damage from wind, snow, ice or other loads beyond the design loads stated for the project, and from hurricanes, tornadoes, hail, lightning, flooding, fire, earthquakes and other acts of God.
- Damage from accidents, misuse, neglect, vandalism, or failure to follow the care guide.
- Damage caused by installation, and by modifications, additions, attachments or repairs made by others.
- Operating the roof in conditions the operating instructions warn against, such as moving louvers or fabric under snow or ice, or leaving the roof open in high winds.
- Hanging loads, swings, hammocks or heavy objects from the structure or louvers, unless designed for by Pergolast.
- Movement, settling or failure of the slab, deck, footing, roof or building the Product is fixed to, and water entering where the Product meets an existing building wall.
- Normal weathering, including gradual color change from sun, salt air or pollution, normal wear of fabric and seals, and rust that forms inside steel parts from condensation.
- Damage from chemicals, abrasive cleaners, pressure washing, heat sources placed too close to the Product, or salt and de-icing products.
- Power surges, faulty building wiring, or third-party controls and smart-home devices.
- Glass breakage, scratches or chips not reported at handover, and scratches from normal use.
- Products that were moved or reinstalled at another location.
- Labor to remove, reinstall or repair the Product, and consequential costs, such as loss of use, removal of finishes, or costs of other trades.

How to make a claim

Email **service@pergolainstaller.com** within 30 days of discovering the defect and during the warranty period. Include:

1. Customer name, phone and installation address.
2. The Product and, if known, the project or invoice number.
3. A description of the problem and the date it was discovered.
4. Photos or a short video of the issue.

Pergolast will contact the Customer within 5 business days and may inspect the Product. Approved replacement parts are shipped within 30 days of approval. Please do not repair or alter the Product before the inspection, as this may affect coverage.

What Pergolast will do

If Pergolast confirms a covered defect, Pergolast will, at its option, replace the defective part at no charge or refund the purchase price of the defective part. This warranty covers parts only; labor to remove and install parts is not included. For systems installed by Pergola Installer, Pergola Installer's 1-year labor warranty applies; otherwise the installing contractor's warranty applies. Prorated fabric coverage applies the stated percentage to the cost of the replacement fabric. If a part is no longer made, Pergolast will supply a part of equal or better function and value.

Routine maintenance and repairs may be done by anyone. Using other parts or service does not void this warranty, but damage they cause is not covered.

Limitation of liability

This limited warranty is the only express warranty Pergolast gives for the Products and replaces any earlier written or verbal statements. Any implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the coverage period that applies to each component in this warranty. Some states do not allow limits on how long an implied warranty lasts, so this limit may not apply to you.

Pergolast's total liability is limited to the price paid for the defective Product. Pergolast is not liable for incidental, indirect or consequential damages. Wind and snow ratings describe the design capacity of each system; they are not a promise of how it will perform in any particular storm.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state. No dealer, employee, installer or representative may change this warranty unless the change is in writing and signed by an authorized officer of Glass Group.

Governing law

This limited warranty is governed by the laws of the State of New York, except where the law of the state in which the Product is installed provides otherwise.

WARRANTY AND SERVICE

service@pergolainstaller.com

Pergolast by Glass Group
199 Water St, New York, NY 10038

Effective for Products installed on or after November 15, 2026.

Warranty Certificate

Completed by the installer at handover. Keep this record with your contract; it is your proof of coverage.

CUSTOMER NAME

INSTALLATION ADDRESS

PROJECT / INVOICE NUMBER

PRODUCTS INSTALLED (HAVEN SYSTEM AND SIZE)

FINISH (RAL CODE)

INSTALLATION COMPLETED ON

INSTALLED BY (PERGOLA INSTALLER OR CONTRACTOR NAME)

HANDOVER NOTES (VISIBLE DAMAGE, MISSING ITEMS)

INSTALLER REPRESENTATIVE · SIGNATURE & DATE

CUSTOMER · SIGNATURE & DATE

Questions about your coverage? Email **service@pergolainstaller.com** and include your project number.