

RETRACTABLE AWNING Quality Check List

A retractable awning is a major investment that can provide lasting value and enjoyment for many years. Custom made, professionally installed shading systems provide the peace of mind from the knowledge that your system was design exclusively to fit your unique needs. Only experienced professional can ensure proper installation of your awning. With a product that can weigh several hundred pounds and is mounted overhead, professional installation is critical. Whether you purchase a Durasol product or not, you should consider the following factors before selecting a retractable awning for your home.

WHAT YOU SHOULD KNOW	Their Brand	Durasol
Has the awning been independently tested In United States, and is documentation available?		Yes. You may request this documentation from your local dealer
What is their customer satisfaction rate? What percentage of past customers would recommend a Durasol product to a friend or neighbor?		Durasol customers consistently rate our products on average of 99.4 to 99.6% annually
Does the awning carry TÜV certification for United States & Canada (proven quality level)?		Yes. Certified in 2006
How do past customers rate their dealer experience on a scale of 1 to 5?		The average Durasol dealer rates a 4.7 out of 5.0 (excellent) based solely on customer surveys
Is the product CE certified (for safety)?		Yes. Certified in 2006
Is professional installation included in the price?		Yes. Durasol dealers will quote you an installed price and guarantee that installation for a period of time
Is the warranty registered with the factory?		Yes. This is an added level of protection for the customer
Has the dealer you are speaking with gone through any factory certified training?		Your local Durasol dealer has gone through several levels of factory training
Is the warranty pro-rated?		No.
Are they a reseller company or do they actually engineer the products that they offer?		Durasol engineers the product, owns their own dies, and controls the level of quality
How long have they been assembling or manufacturing awnings?		Durasol has been manufacturing quality shading systems in New York since 1984
Are the arm cables and other fasteners stainless steel?		Yes. 4mm arm cables and grade 18-8 stainless fasteners
What is the awning framework origin (country)?		United States. Durasol manufactures their own framework, one of only two in the United States
OTHER NOTES		