

# RAILCRAFT INTERNATIONAL (2010) INC.

## *Limited Warranty*

Project Name:

Address:

Substantial Completion Date:

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**Railcraft's** warranty certifies the **Railcraft** railing system to be free of defects in material and workmanship for a 10-year period from the original substantial completion date, subject to terms and conditions on reverse. **Railcraft's** warranty also warrants the powder coat finish will not crack, chip, or peel for a period of 10 years from substantial completion date. Warranty claims are limited to repair or replacement of materials only (shipping and labor are excluded). **Railcraft's** warranty covers systems using stainless steel fastening systems only. Claims using cadmium or any other fastening systems will be considered at the discretion of **Railcraft International (2010) Inc.**

No agent, dealer, or sales person is authorized to change or modify this warranty. **Railcraft** will not recognize any such changes. **Railcraft** does not warrant the installation of its systems, nor the installation, serviceability, and/or performance of the structures to which these products are affixed. This warranty herein sets forth the entire liability of the exclusions against the manufacturer; it shall not be liable for any other charges or consequential costs or damages incurred by the purchaser by the occurrence or defects against which the warranty is made.

This warranty gives you specific legal rights and you may also have other rights, which vary from province to province or state to state.

**Railcraft International (2010) Inc.** does not recommend or approve this product for all possible end-user applications. Your local code authority should be consulted regarding its safety and applicability for intended usage.



#### REGISTRATION OF WARRANTY

The purchaser must register the product warranty within thirty (30) days after installation by contacting your Railcraft representative. If project is not registered as directed, Railcraft International Inc. will have no obligation under this warranty. For warranties registered within one mile of a coastline, saltwater bay, or other area prone to saltwater spray, specific maintenance requirements must be followed in order for warranty to be valid. Refer to care and maintenance portion of this warranty to maintain warranty eligibility.

#### LIMITATION OF WARRANTY

This warranty is specific to the address and project name that appears on front. For warranties registered within one mile of a coastline, saltwater bay, or other area prone to saltwater spray, specific maintenance requirements must be followed in order for warranty to be valid. Refer to care and maintenance portion of this warranty to maintain warranty eligibility.

#### WARRANTY CLAIMS

To initiate warranty claim, contact the dealer or distributor where you purchased your Railcraft product. If no corrective action has been taken within a reasonable time frame, call us at 1-800-211-4884, e-mail us at info@railcraft.com, or write us at **Railcraft International (2010) Inc., 13272 Comber Way, Surrey, B.C., Canada, V3W 5V9**. Please (A) identify the project that is involved, original date of substantial completion, and original price if known, (B) describe the claimed defect (photographs/sketches are helpful), (C) identify yourself and those persons who you have already contacted and state what attempts have been made to correct the problem, (D) give address of where the defective product can be inspected, and (E) give contact information such as phone number, address, etc.

#### WARRANTY INSPECTIONS

**Railcraft International (2010) Inc.**, at its discretion, will replace or repair any railing component(s) that fail to meet our warranty requirements after inspection by factory representative. The inspection will be conducted at the project location or at **Railcraft's** manufacturing facility at the discretion of **Railcraft International (2010) Inc.**

#### WARRANTY REPLACEMENT PRODUCT

**Railcraft International (2010) Inc.** will repair or replace the originally supplied product at its option upon review and approval of such warranty claim. If **Railcraft** replaces material under this warranty, it may substitute products to be of compatible quality or price range in the event the product initially purchased has been discontinued. **Railcraft** will not be liable in the event the replacement material may vary slightly in color in comparison to the original product as a result of weathering. The replacement material will be covered under this warranty for the remaining period left in the original term.

#### LIMITATIONS

**Railcraft's** warranty excludes damage due to normal weathering, caulking, scratching, fading, corrosive atmospheric contaminants (e.g. chemical fumes, pollution, acid rain, salt), improper installation, misuse and abuse, natural disaster, and acts of war. Also excluded is the failure of the structure or substrate to which the **Railcraft** railing system is attached, as well as products not supplied by **Railcraft International (2010) Inc.** (i.e. glass, anchors, or fasteners).

See care and maintenance portion of this warranty for additional information and requirements for coverage of **Railcraft** products installed within one (1) mile of salt air coastal region.

Labor and shipping costs, including duty and brokerage (if applicable), will be the responsibility of the owner. Materials must not be returned to the factory without prior written authorization from **Railcraft International (2010) Inc.** Returned goods without prior written authorization shall be refused.

**Railcraft International (2010) Inc.'s** liability for corrective measures shall not exceed the current value of the replacement material only.

**During the installation stage all raw or virgin product must be treated with "Railcraft Anti-Ox" aluminum oxidation inhibitor in order to not void warranty.**

#### CARE AND MAINTENANCE

A proper maintenance record has to be kept and documented. This record needs to be notarized / certified by maintenance personnel and contain the following information:

- Date
- Name and address of performing party
- Description of cleaning procedure and detergents used
- Signature of person performing the cleaning procedure

Clean the aluminum components of the rail with warm soapy water using a sponge or soft cloth. Do not use abrasive cleaners that may scratch the railing. For stubborn stains consult your **Railcraft** representative.

If the product is installed within one (1) mile of a coastline, saltwater bay, or any area prone to saltwater spray, there are additional and specific maintenance requirements within the installation, care, and maintenance instructions, which apply. Care of exterior surfaces will require cleaning and caring for aluminum surfaces. Annual inspections are sufficient for most areas; however, coastal areas (areas located one mile from a coastline, saltwater bay, or any area prone to saltwater spray) require monthly inspections because of moisture in the air. Upon the detection of any salt buildup, monthly cleaning of the aluminum surface is required. Clean and care for aluminum products as follows:

#### *For light cleaning:*

Rinse with water from bottom to top and back to bottom. This will clean the surface on the way up and prevent the collection of dirty "run down" and possible streaking. Air dry or wipe dry with a soft, dry, lint-free cloth.

If light cleaning does not clean the debris: Rinse surface with clean water from top to bottom. Use a sponge and clean with mild soap and water. Immediately rinse any "run down" to lower parts of the building. Do not allow cleaning solutions to collect or "puddle" on surfaces. Immediately rinse thoroughly with clean water sponging while rinsing may be helpful; it is very important that cleaning solution does not dry on the surface. Air or wipe dry with a soft, dry cloth. For stubborn, water-soluble debris, repeat steps above until clean. Apply a quality brand of car wax to the aluminum surface for protective wax finish (follow wax manufacturer's instructions). For optimal cleaning, do not clean coated aluminum surfaces in direct sunlight or in temperatures too hot or too cold. Do not use abrasive cleaners that may scratch the finish and avoid excessive rubbing or over-cleaning.

#### *Recommended Maintenance Schedule*

Aluminum handrails and guardrails are intended to provide both safety and aesthetics for the life of the structure to which they are affixed. Ensuring fulfillment of these functions depends, to a large extent, on following some simple, basic maintenance procedures. **Railcraft International (2010) Inc.** recommends that the following actions be undertaken:

1. Railing should be hand washed with mild detergent and rinsed with clean water quarterly. If within one mile of a coastline, saltwater bay, or other area prone to saltwater spray it must be done monthly.
2. All screws should be checked every year for snugness. Caulking should be removed and replaced if showing signs of deterioration. If screws require replacing, replace with appropriate fasteners.
3. Guardrails fastened to concrete decks should be inspected carefully on an annual basis at each plate for evidence of moisture leakage or loose connections.

Any evidence of these anomalies should be reported to your Railcraft technical representative for further action.

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Authorized Railcraft Signature