

# True North Railings

## True North Railings Inc. Limited Warranty

### Residential 20-Year Limited Warranty

True North Railings, Aluminum Railing Systems carry the following three-part Residential warranty:

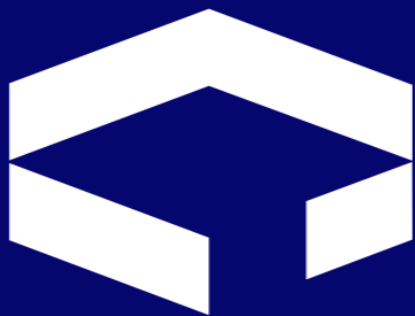
- (A) Limited Structural Warranty of twenty (20) years as covered by the conditions in the residential section of the warranty,
- (B) Limited Paint Finish Warranty of ten (10) years as covered by the conditions in the residential section of the warranty,
- (C) LED low voltage lighting and Glass products Warranty of one (1) year as covered by the conditions of the warranty.

### Commercial 20-Year Limited Warranty

True North Railings, Railing Systems carry the following three-part Residential warranty:

- (A) Limited Structural Warranty of twenty (20) years as covered by the conditions in the commercial section of the warranty,
- (B) Limited Paint Finish Warranty of five (5) years as covered by the conditions in the commercial section of the warranty,
- (C) LED low voltage lighting and Glass products Warranty of one (1) year as covered by the conditions of the warranty.

Limited Warranty



# True North Railings

## Residential Limitations, Terms, and Conditions

True North Railings Inc. warrants that under conditions of normal use its "True North Railings products" will be free from defects in materials and structure for 20 years. True North Railings Inc. also warrants that Residential is

defined as single family detached housing and detached Duplex housing.

This warranty is limited to the replacement of the defective materials based on A, B or C above and does not

apply to any labor costs required to replace the defective products.

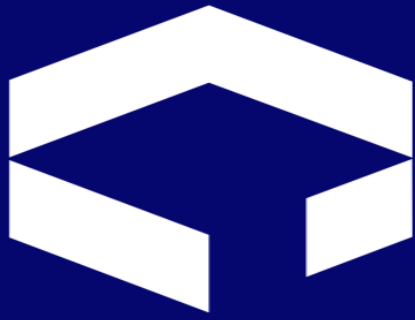
Note: Replacement parts may not color match perfectly with the existing parts.

1. The Manufacturer warrants the powder coated finish, will not blister, crack, peel, or flake for 10 years.
2. This warranty does not cover damage due to misuse, alterations, neglect, normal weathering, fading, chalking or scratching caused by corrosive atmospheric contaminants (i.e. pollution). Natural events or acts of God such as lightning, windstorms, tornadoes, or volcanic ash are not covered by this warranty.
3. This warranty is applicable to the original purchaser and is not transferable.
4. Failure to properly care for your Aluminum Railing system as outlined in the Maintenance Care and Use Instructions will void the manufacturers, warranty.
5. True North Railings Inc. warrants that the product shipped will be free from damages or defects. It is the responsibility of the buyer to inspect all products received and report any damages within 24-hours of receiving the products. True North Railings Inc. does not warrant any damages caused by freight or transport from third party companies.
6. Should there be a defect in the system which limits the use of the railing system and its surroundings (i.e. deck), True North Railings Inc. will not be responsible or held liable for the loss of use or any consequential costs. True North Railings Inc. only liability is for the replacement of the defective part (s) of the railing system.
7. All warranty claims must be submitted in writing accompanied by original sales receipts, proof of installation and photographs of the alleged defects. True North Railings reserves the right to inspect and approve all receipts, proof of installation, photographs and inspect and conduct testing on all systems and materials with respect to which a claim has been made.
8. Failure to comply with the Limitations, Terms and Conditions in this document will immediately void all warranties and True North Railings Inc. will not be held responsible for any losses.

### Coastal Regions

1. Paint finish warranty of 3 years if True North Railing products are installed within 457 meters from a coastal area or salt water environment, provided maintenance care and use instructions are followed.
2. Paint finish warranty of 5 years if True North Railings products are installed more than 457 meters up to 3.2 kilometers from a coastal area or salt water environment, provided maintenance care and use instructions are followed.

Limited Warranty



# True North Railings

## Commercial Limitations, Terms, and Conditions

In a Commercial setting, True North Railings Inc. warrants that under conditions of normal use its "True North Railing Products" will be free from defects in materials and structure for 20 years. The Manufacturer also warrants the powder coated finish, will not blister, crack, peel, or flake for 5 years.

This warranty is limited to the replacement of the defective materials based on A, B or C above and does not apply to any labor costs required to replace the defective products.

Note: Replacement parts may not color match perfectly with the existing parts.

## True North Railings Inc., Terms, and Conditions

1. Commercial, is defined as multi-family and commercial projects, such as apartment buildings, condominiums, town homes, restaurants and other R1 to R4 commercial structures.
2. Conditions, Limitations and Terms stated in sections 2 to 8 of the Residential warranty, also apply as Conditions, Limitations and Terms for warranty claims in Commercial Applications/Installations.
3. Failure to comply with the Limitations, Terms and Conditions in this document will immediately void all warranties and True North Railings Inc. will not be held responsible for any losses.

## Coastal Regions

1. Paint finish warranty of 1 year if True North Railing products are installed within 457 meters from a coastal area or salt water environment, provided maintenance care and use instructions are followed.
2. Paint finish warranty of 3 years if True North Railing products are installed more than 457 meters up to 3.2 kilometers from a coastal area or salt water environment, provided maintenance care and use instructions are followed.

The foregoing constitutes the full terms and conditions of this Residential and Commercial warranty and it is only valid to the original purchaser of the product and is not transferable.

Limited Warranty