

UltraLox Warranty

15-Year Limited Warranty

UltraLox warrants its Railing products to be free from manufacturing defects in material and workmanship to the original consumer purchaser. In addition to manufacturing defects, this Warranty covers cracking, peeling and blistering of the finish of our products.

This warranty does not cover damage caused by abnormal or improper use, improper product installation, accidents, alterations, welding, neglect, damage by lawn care equipment, abrasion, harsh chemicals, pool chemicals, snow and ice removal chemicals, air pollutants, improper service or lack of and damage caused by fire, flood or acts of God. This warranty does not cover corrosion from cuts, scratches, dents or nicks. Products located 1 mile or less from any coast line shall have a 3-year Limited Warranty from the date of purchase. Products in direct contact with salt water do not qualify for any UltraLox warranty.

The original consumer purchaser must contact UltraLox directly via phone at 855-742-7245 or via email at warranty@ultralox.com to obtain necessary warranty approval documents and instructions on how to file them. UltraLox will notify the original consumer purchaser directly as to whether the claim has been approved or denied. All warranty claims must include the original proof of purchase receipt in order to be considered for approval.

Conditions and Exclusions of this warranty:

CLEANING AND CARE INSTRUCTION AS PER EXHIBIT A MUST BE FOLLOWED.

THIS WARRANTY IS NOT TRANSFERABLE. THE AMOUNT OF YOUR RESTITUTION, IF ELIGIBLE, WILL NOT INCLUDE LABOR TO REMOVE THE EXISTING PRODUCT OR INSTALL ANY REPLACEMENT COMPONENTS, SHIPPING CHARGES, SALES TAX OR ANY OTHER CHARGES NOR WILL ULTRALOX PROVIDE SUCH LABOR. OR SERVICE.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. ULTRALOX MAKES NO OTHER EXPRESS WARRANTIES AND DOES NOT AUTHORIZE ANY OTHER PERSON OR AGENT TO MAKE ANY OTHER EXPRESS WARRANTIES. ULTRALOX NEITHER ASSUMES NOR AUTHORIZES ANY OTHER LIABILITY OR OBLIGATION IN WARRANTY, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THEIR PRODUCTS. IN NO EVENT SHALL ULTRALOX BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES ARISING OUT OF OR CONNECTED WITH THE PURCHASE OR USE OF THEIR PRODUCTS OR FOR ANY BREACH OF WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS 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. THIS WARRANTY IS APPLICABLE ONLY TO SYSTEMS INSTALLED WITHIN THE CONTINENTAL UNITED STATES AND CANADA.

UltraLox Products Cleaning and Maintenance Guide

Background

UltraLox, architectural powder coatings are organic coatings which must be regularly cleaned and maintained in order to ensure the decorative and protective properties of the coating are retained. Records of all cleaning schedules and frequencies shall be kept and maintained by customer according to the process outlined below and shall be available to UltraLox upon request.

Cleaning Method

1. Usual maintenance of Products must adhere to the following steps:
 - a. Clean using an appropriate cleaning product, as defined below
 - b. Clear water rinsing
 - c. Wiping with a soft cloth
2. All surfaces shall be cleaned using a soft cloth or sponge, and no cloth shall be harsher than natural bristle brushes.
3. If the Product is subject to any hazardous and unusual environmental factors or is located within one (1) mile of the seashore, an estuary or marine environments, UltraLox must be consulted on an individual project basis for best maintenance practices.

Cleaning Products

1. Before cleaning, Customer must consult and adhere to the underlying instructions contained within the Product Data Sheet as attached in Exhibit B.
2. Usual maintenance cleaning may be done using water with a mild detergent (pH 5 to 8).
3. If atmospheric pollution has resulted in heavy soiling of the Coating, some stains or marks may require stronger domestic products, such as alcohol, petroleum spirits, white spirits or bleach diluted to five percent (5%). In this instance, Customer must rinse the Coating immediately after using the cleaning product.
4. In no circumstance shall any abrasive cleaner, polish, cleaners containing keytones or ether be used.

Frequency

Customer shall clean the Product according to the following frequencies:

1. Six (6) times per year for all Products located within one (1) mile of the seashore
 - a. The cleaning cycle shall commence within two (2) months of installation
 - b. Cleaning shall be conducted in intervals not to exceed two (2) months
 - c. Customer shall maintain fully documented records throughout the Warranty term
2. Four (4) times per year for all Products located more than one (1) mile of the seashore
 - a. The cleaning cycle shall commence within two (2) months of installation
 - b. Cleaning shall be conducted in intervals not to exceed two (2) months
 - c. Customer shall maintain fully documented records throughout the Warranty term

Additional Factors

1. Damage from installation, mechanical processes, jig marks and other related defects must be repaired immediately in order for the Warranty to remain in effect.
2. Protective tapes used in installation must be a “low tack” quality and must not be left in contact with the surface for more than one (1) month.
3. UltraLox must approve all sealants and mastics prior to installation in order for Warranty to remain in effect.

*ULTRALOX
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