

Ultralox® Railing Systems 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/ice removal chemicals, air pollutants, improper or lack of service, damage caused by fire, flood or acts of God. This warranty does not cover corrosion from cuts, scratches, dents or nicks.

This warranty applies to all aluminum extrusions which have been supplied by Ultralox Railing Systems which have AkzoNobel Interpon D2000 Super Polyester Architectural Powder Coating applied. AkzoNobel Interpon D2000 powder coating must only be applied by approved Interpon D applicators with fully operational Quality Management Systems. Qualified applicators must have written procedures and defined record keeping/documentation that covers the mandatory requirements set forth by AkzoNobel to ensure that the metal pre-treatment and powder application processes are carried out consistently and to the required AkzoNobel/AAMA 2604 Standards.

Products located 1 mile or less from any coastline or brackish water must qualify for a 10-year Limited Warranty if an AkzoNobel Interpon 700 polyester epoxy primer (EL015Q) is applied prior to the application of the above Interpon D2000 Super Polyester Architectural Powder Coating (Ultralox Coastal Coating). AkzoNobel Interpon 700 polyester epoxy primer (EL015Q) powder coating must only be applied by approved Interpon D applicators as per above instructions.

Products in direct contact with saltwater or brackish water do not qualify for any Ultralox Railing Systems warranty.

Corrosion to the cable infill caused by contact with salt spray, salt air, chemicals, brackish water or pollution does not qualify for the Ultralox Railing Systems warranty.

The original consumer purchaser must contact Ultralox Railing Systems directly via phone at 888-685-4005 or via email at warranty@ultralox.com to obtain necessary warranty approval documents and instructions on how to file them. Ultralox Railing Systems 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.



REGISTER YOUR PRODUCT

We want to be sure you have the safety and security of knowing that your Ultralox® product is here to stay. To activate the warranty on your product, please complete the registration form at Ultralox.com within sixty (60) days of your purchase date.

CONDITIONS AND EXCLUSIONS OF THIS WARRANTY

CLEANING AND CARE INSTRUCTION MUST BE FOLLOWED TO HONOR WARRANTY.

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 EXCLUSIONS 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.

HOW TO MAKE A WARRANTY CLAIM

To make a claim under this Warranty to receive replacement product, the original consumer must, within 90 days of actual or constructive notice of any covered defect in the product, do the following:

1. Prepare a letter that includes the following:

- a. A list of the number of pieces and the size of each piece for which the claim is made.
- b. Proof of Purchase of the products, as shown on the original invoice.
- c. Proof of Warranty – Original purchaser or homeowner must have registered their product online at Ultralox.com within 60 days of purchase date.

2. Mail the above to:

Ultralox® Railing Systems
2737 West Service Road, Eagan, MN 55121

3. Email to: warranty@ultralox.com

