

ALUMINUM  
*Solutions*  
RAIL SYSTEMS

**SOLUTIONS LIMITED WARRANTY**

Solutions [The Manufacturer] warrants its aluminum rail and handrail products subject to the terms, conditions and limitations listed herein, to be free from defective workmanship and materials, and when subject to normal and proper use, its powder coat finish is further warranted against surface peeling, flaking, or blisters for a period of 15 years for both residential and commercial applications.

SOLUTIONS TERMS, CONDITIONS, AND LIMITATIONS

1. The Manufacturer's sole liability and the owner's only remedy shall be as follows:
  - a. If a problem occurs, The Manufacturer, at its sole discretion, may elect either to repair or replace the defective part(s) of the railing or provide reimbursement limited to cost of materials at time of purchase. Due to normal aging and weathering of material, it may not be possible to perfectly match the colors of the old and new materials and therefore The Manufacturer is not responsible for any color differences that may occur. The Manufacturer is not responsible for discontinuance of a color.
2. The Manufacturer warrants only those products manufactured and sold under the Solutions name. This Limited Warranty extends only to the original purchaser according to terms specified herein. The Manufacturer shall not be liable for and this warranty does not apply to any terms, failure, defect or damage resulting from or connected with the following:
  - a. Defects not caused by The Manufacturer ( for example, but not limited to: accidents, misuse, improper applications or installations contrary to industry or Solutions standards)
  - b. Product that has been painted or had its surface treated or cleaned with other than approved chemicals
    - i. Refer to Solutions Care and Cleaning Guide
  - c. Product subject to impact of foreign objects, tornado, hurricane, other violent storms, fire, air pollutants, normal weathering of surfaces, abnormal discoloration due to improper maintenance, or any other acts of God
  - d. Improper installation of Solutions products or defects caused by their installation
  - e. Solutions Limited Warranty will not be applicable for products that are covered by a specific and separate warranty or duration
  - f. Products sold, shipped or installed outside of the Continental United States shall have a limited duration of this coverage to 10 years from date of purchase
3. This warranty does not include corrosion of screws and other fastening devices that may be used or required for specific application circumstances in the assembly or installation of the railing.
4. Should there be a defect in the system which limits the use of the railings The Manufacturer will not be responsible for or liable for loss of use of the railing or any consequential costs. The Manufacturer's only liability is for the repair or replacement of the defective part of the railing.
5. The Manufacturer will not be responsible for labor and material cost including removal, disposal and reinstallation of the warranted material.
6. The Manufacturer will not be required to honor this warranty
  - a. If the railing has been modified, altered or changed in any manner at time of installation or thereafter that is contrary to The Manufacturer's installation instructions.
  - b. The product was not installed to the most current, published standards which are available from The Manufacturer.
  - c. A representative has not been given a reasonable access to the property & opportunity to investigate any claim made.
  - d. If all bills for installation supplies and services have not been paid in full. Proof of purchase and payment in full must be presented to obtain warranty coverage.
  - e. If the Manufacturer's Care and Cleaning Guide have not been adhered to.
  - f. If the railing warranty has not been registered with The Manufacturer.
7. Any claim made under this warranty must be made within 30 days of the discovery of the problem. The claim must be made in writing to The Manufacturer or to the company responsible for the installation and must include a copy of the purchase contract.
8. To the extent allowed by the laws of each State or Province, the remedies provided under this warranty state the limits of The Manufacturer's responsibility. No representative has authority to make any representations other than those stated herein. Any and all disputes arising under the warranty whether as to interpretation, performance or otherwise, shall be subject to the exclusive jurisdiction of the courts of each State or Province.
9. This warranty is for the exclusive benefit of the original purchaser and is not assignable or transferable.
10. It is the responsibility of the Owner to maintain the railing in accordance with the current Care and Cleaning Guide on the reverse and as posted on the website at [www.solutionsrail.com](http://www.solutionsrail.com)
11. This warranty is offered by The Manufacturer. The Manufacturer is responsible for remedy of its affected materials relating to the problem. The undersigned Installation Company is responsible for the workmanship and will facilitate any necessary and related claims and repairs.
12. Warranty registration can be accomplished electronically by visiting [www.solutionsrail.com](http://www.solutionsrail.com) and registering within thirty (30) days of installation for eligibility of coverage under warranty terms. NOTE: PROOF OF PURCHASE IS NECESSARY TO EXERCISE CLAIMS AND REMEDIES FOR ANY OCCASION. PLEASE SAFEGUARD ACCORDINGLY. Upon receipt of all necessary information we will process and return a digital PDF copy of the warranty to the provided email address. If email is not available a hard copy will be mailed to the supplied building owner address.
13. The Installation Company guarantees that the work has been performed in accordance with the most current standards and specifications set out by The Manufacturer and is responsible for any workmanship related problems for a period of \_\_\_\_\_ years/months. The Installation Company may offer an additional written warranty stating the scope of their responsibility.

Product(s) Purchased \_\_\_\_\_ Date of Installation \_\_\_\_\_  
Installation Company \_\_\_\_\_ Company Phone # \_\_\_\_\_  
Company Address \_\_\_\_\_ Company Rep. Signature/Date \_\_\_\_\_ / \_\_\_\_\_  
Building Owner's Name \_\_\_\_\_ Owner Phone # \_\_\_\_\_  
Owner's Address \_\_\_\_\_ Owner Email \_\_\_\_\_  
Dealer Where Purchased \_\_\_\_\_ Dealer Phone # \_\_\_\_\_  
Dealer Address \_\_\_\_\_ Date of Purchase \_\_\_\_\_

# ALUMINUM *Solutions* RAIL SYSTEMS

## SOLUTIONS CARE & CLEANING GUIDE FOR ALUMINUM RAILING

### Cleaning Guidelines:

With proper care and maintenance the appearance of your Solutions Railing will last for years. It is critical to the long term appearance and protection of your investment. We recommend an occasional wash, every three (3) months, as the best way for this to be accomplished. Climate conditions affect the performance and cleanliness of painted aluminum in the same way as other coated materials. Natural exposure to the elements, over time, will cause your railing to show signs of aging such as loss of gloss, chalking, or a slight color change. Normal interval cleaning may minimize these natural effects of weathering by removing the dirt, grime and other build-up that is detrimental to the appearance of your railing.

The manufacturer recommends cleaning your Solutions Railing every three months. Where salts or pollutants are more prevalent, such as seaside or industrial areas, a cleaning program should be carried out more frequently.

### HOW TO CLEAN POWDER COATED SURFACES

1. Remove loose deposits with a wet sponge (avoid scratching the surface by dry dusting).
2. Using a soft clean cloth and a mild, pH neutral detergent in warm water, clean the powder coating to remove dust, salt, and any other deposits. DO NOT USE steel wool, sandpaper, Scotch-Brite, or any other abrasive cleaners or materials.
3. Always rinse with fresh water to remove detergent after cleaning. Any remaining residue may cause discoloration or surface damage when exposed to the elements. Additional care should be given if a pressure washer is used, and in no case should you exceed 400 PSI.

**WARNING:** In some cases, strong solvents recommended for thinning various types of paints and also for cleaning up mastics/sealants are harmful to the extended life of the powder coated surface. These solvents should not be used for cleaning purposes and will render the warranty void if used.

If paint splashes or sealants/mastics need to be removed, then *the following solvents can be used safely:* Methylated Spirits, Turpentine, White Spirits, Ethyl Alcohol, Isopropanol.

The frequency and necessity of cleaning will depend on the environment and railing location. Due to the adverse affects to your Solutions Railing when it is not cleaned as suggested or the potential use of non-approved cleaners/detergents; we require these steps to maintain the manufacturer's warranty in force. These records may be requested in the unlikely event of a claim against the manufactures warranty.

1. Clean your Solutions Railing every 3 months
2. Write down your cleaning dates and schedule
3. Clean your Solutions Railing as outlined above
4. Write down notes of your cleaning methods and chemicals used
5. Maintain a copy of your commercial invoices for cleaning
6. Maintain a copy of your purchase receipts of the cleaners used

Solutions Railing has been coated with an extremely durable surface meeting AAMA 2604 specifications. As an added measure of protection and finish life you can periodically wax your railing just as you might your car. This process will remove any oxidized paint, bringing back the original color and shine of your system.