



20-Year Limited Warranty

Harmony Railing (Ultralox Interlocking) 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 Interlocking which have AkzoNobel Interpon D2000 Super Polyester Architectural Powder Coating applied. AkzoNobel Interpon D2000 powder coating shall 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 with a residential installation located one (1) mile or less from any coast line shall have a three (3) year warranty from the date of purchase.

Products located 1 mile or less from any coastline shall 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 shall only be applied by approved Interpon D applicators as per above instructions.

Products in direct contact with saltwater do not qualify for any Ultralox Interlocking warranty.

The original consumer purchaser must contact Ultralox Interlocking 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 Interlocking 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 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 INTERLOCKING PROVIDE SUCH LABOR. OR SERVICE.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. ULTRALOX INTERLOCKING MAKES NO OTHER EXPRESS WARRANTIES AND DOES NOT AUTHORIZE ANY OTHER PERSON OR AGENT TO MAKE ANY OTHER EXPRESS WARRANTIES. ULTRALOX INTERLOCKING 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 INTERLOCKING 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

Products Cleaning and Maintenance Guide

BACKGROUND

Ultralox Interlocking, 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 Interlocking upon request.

CLEANING METHOD

1. Usual maintenance of Products must adhere to the following steps:
 - a. Clean using a warm water and a non-abrasive, pH neutral (pH 5 to 8) detergent solution. **Do not use solvents such as thinners or solutions containing chlorinated hydrocarbons or ketones.**
 - i. 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.

2. All surfaces shall be cleaned using a soft cloth or sponge, and no cloth shall be harsher than natural bristle brushes.
3. Cleaning agent must be rinsed immediately after application.
4. 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 Interlocking must be consulted on an individual project basis for best maintenance practices

FREQUENCY

Customer shall clean the Product according to the following frequencies:

1. Two (2) times per year for all Products located within one (1) mile of the seashore
 - a. The cleaning cycle shall commence within six (6) months of installation
 - b. Cleaning shall be conducted in intervals not to exceed six (6) months
 - c. Customer shall maintain fully documented records throughout the Warranty term.
2. One (1) time per year for all Products located more than one (1) mile of the seashore.
 - a. The cleaning cycle shall commence within twelve (12) months of installation
 - b. Cleaning shall be conducted in intervals not to exceed twelve (12) 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 Interlocking must approve all sealants and mastics prior to installation in order for Warranty to remain in effect.
4. To qualify for warranty, products must be registered within 60-days of installation. Register your products at [HarmonyRailing.com/resources/register-products](https://www.harmonyrailing.com/resources/register-products).