



NUVO IRON™ ALUMINUM RAILING WARRANTY

We firmly stand behind our products. If you experience any issues within the warranty period of your product purchase, we will gladly review your submission claim and take the appropriate action for next steps to help resolve the issue.

10 / 20 YEAR RESIDENTIAL WARRANTY

RESIDENTIAL APPLICATIONS/INSTALLATIONS

Nuvo Iron™'s Aluminum Railing System carries the following two-part Residential warranty:

- Limited Paint Finish Warranty of ten (10) years as covered by the conditions below
- Limited Structural Warranty of twenty (20) years as covered by the conditions below

RESIDENTIAL LIMITATIONS TERMS AND CONDITIONS

- The Manufacturer warrants that, under conditions of normal use, its “Nuvo Iron™ Aluminum Railing System” will not sustain defects or abnormalities in materials and structure for twenty (20) years. The Manufacturer further warrants that ‘Residential’ is explicitly defined as single family detached housing and detached Duplex housing.
- This warranty is limited to the replacement of the defective materials based on 1, 2 or 3 above and does not apply to any labour costs required to replace defective products.
- Note: The colour of replacement parts may not match perfectly with existing parts.
- The Manufacturer warrants the powder coated finish, will not blister, crack, peel or flake for ten (10 years) under proper usage.
- This warranty does not cover damage as a result of misuse, alterations, neglect, normal weathering, fading, chalking or scratching caused by corrosive atmospheric contaminants (e.g. pollution). Natural events or acts of God such as lightning, windstorms, tornadoes or volcanic ash are not covered by this warranty. Natural and/or man-made chemicals including sulphur and sodium are similarly not covered by this warranty.
- This warranty is solely applicable to the initial purchaser and is not transferable under any circumstances.
- Failure to properly care for your Nuvo Iron™ Aluminum Railing, as outlined in the Nuvo Iron™ ‘Maintenance, Care and Use Instructions’, will render the Manufacturers warranty null and void.
- Nuvo Iron™ warrants that the product shipped by Nuvo Iron™ to its Dealers and Retail Partners is free from damages caused by freight and transportation. It is the responsibility of the Nuvo



Iron™ Dealer and Retail Partner to thoroughly inspect all products received and report any damages within 36 hours of receiving the products. Nuvo Iron™ does not warrant any damages caused by freight or transport from the Dealer or Retail Partner to the end customer.

- Should there be a defect in the system, which limits the use of the railing system and its surroundings (i.e. deck), Nuvo Iron™ will not be held liable for the loss or any costs that ensue. Nuvo Iron™ is only liable for the replacement of the defective part (s) of the railing system.
- Failure to comply with any, or all, of the Limitations, Terms and Conditions will immediately render all warranties null and void. Nuvo Iron™, consequentially, will not be held liable for any losses.

COASTAL AREAS

- Paint finish warranty of 3 years if Nuvo Iron™ railing products are installed within 500 yards (457 metres) from a coastal area or saltwater environment, assuming proper maintenance care and use instructions are strictly adhered to.
- Paint finish warranty of 5 years if Nuvo Iron™ railing products are installed more than 500 yards (457 metres) up to 2 miles (3.2 kilometres) from a coastal area or saltwater environment, assuming maintenance care and use instructions are strictly adhered to.

5 / 20 YEAR COMMERCIAL WARRANTY

COMMERCIAL APPLICATIONS/INSTALLATIONS

Nuvo Iron™ Aluminum Railing System carries the following two-part commercial warranty:

- Limited Structural Warranty of five (5) years as covered by the conditions in the commercial section below
- Limited Paint Finish Warranty of twenty (20) years as covered by the conditions in the commercial section below

COMMERCIAL LIMITATIONS TERMS, AND CONDITIONS

- In the context of a Commercial setting, the Manufacturer warrants that, under conditions of normal use, its “Nuvo Iron™ Aluminum Railing System” components will be free from defects in materials and structure for twenty (20) years. The Manufacturer further warrants that the powder coated finish will not blister, crack, peel or flake for five (5) years.
- This warranty is limited to the replacement of the defective materials based on 1, 2 or 3 above and does not apply to any labour costs required to replace the defective products.
- Note: Replacement parts may not colour match perfectly with existing parts.
- ‘Commercial’, is defined as multi-family and commercial projects such as apartment buildings, condominiums, town homes restaurants and other R1 to R4 commercial structures.
- 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

- Failure to comply with any, or all, of the Limitations, Terms and Conditions in this document will immediately render this warranty null and void. Nuvo Iron™, consequentially, will not be held liable for any losses.

COASTAL AREAS

- Paint finish warranty of one (1) year if Nuvo Iron™ railing products are installed within 500 yards (457 metres) from a coastal area or salt water environment, assuming proper maintenance and care and use instructions are adhered to.
- Paint finish warranty of three (3) years if railing products are installed more than 500 yards (457 metres) up to two (2) miles (3.2 kilometres) from a coastal area, assuming proper maintenance care and use instructions are adhered to.

MAKING A CLAIM

The claim process begins with the provision of necessary information. All warranty claims **must be submitted exclusively in writing** (by email is preferred), **accompanied by original sales receipts, proof of installation and quality pictures of the issue**. Nuvo Iron™ reserves the right to inspect and approve all receipts as well as proof of installation, photographs and inspect and conduct tests on all systems and materials involved in the claim. Note: The reimbursement approval is situational and up to the sole discretion of Nuvo Iron™.

Providing the additional supporting information below from your first contact with us, at the time of the request, will help speed up a justified reimbursement/replacement:

1. The product code, and if applicable number of pieces for which the claim is being made for.
2. Proof of purchase, as shown on the original invoice or receipt.
3. Proof of warranty, as evidenced by the original UPC or end-tag from the product.
4. Name (First & Last)
5. Mailing address
6. Phone number

WHERE TO SUBMIT

Please provide this information to info@nuvoiron.com

*The above must be completed within ninety (90) days of the actual or constructive notice of the damage covered by the warranty. The foregoing constitutes the terms and conditions of this Residential and Commercial warranty in its entirety. It is only valid to the initial purchaser of the product and is not transferable under any circumstances.

