



NUVO IRON™ - 10-YEAR PRO-RATED LIMITED WARRANTY (BALUSTERS)

Our Commitment

Nuvo Iron™ stands firmly behind the quality and durability of its **Galvanized Steel Balusters**. These products are engineered for long-term performance and visual appeal. This document outlines the **10-Year Pro-Rated Limited Warranty** valid from the date of original purchase.

1. Coverage

This warranty applies exclusively to **Nuvo Iron™ Galvanized Steel Balusters** used in standard residential railing applications.

Nuvo Iron™ warrants the product will be free from defects in material and workmanship under normal use and installation.

Covered issues include:

- Blistering, cracking, peeling, or flaking of the coated surface
- Corrosion not caused by external damage or neglect
- Abnormal fading or discoloration beyond standard industry tolerance

2. Exclusions

This warranty does **not** cover:

- **Misuse, abuse, neglect, alterations, or improper installation.**
- **Normal weathering, chalking, fading, or reduced gloss** over time.
- Damage from **corrosive chemicals, pollution, or atmospheric contaminants**, including but not limited to **sulfur, sodium, pool chemicals, fertilizers, or ice-melt products**.
- **Acts of God**, including windstorms, lightning, flooding, tornadoes, volcanic ash, or other natural disasters.
- **Continuous exposure to saltwater** or installation within **two (2) miles / 3.2 km** of any coastal saltwater environment, except as specifically outlined in **Section 5: Coastal Environment Proration**.
- **Improper storage** prior to installation resulting in abnormal moisture exposure.
- **Freight damage** after delivery to a dealer or retailer.
- Damage caused by **freight or transport from dealer or retailer to end customer**.
- Installation of Nuvo Iron™ products on or against surfaces, substrates, or structures that are **corroded, deteriorating, structurally unsound, or otherwise compromised**.
- Installation on materials or assemblies that do not meet applicable **engineering, safety, or structural requirements**.
- Use of Nuvo Iron™ products with **non-compatible materials** that may accelerate corrosion, cause staining, or compromise product performance.
- **Modification, alteration, or combination** of Nuvo Iron™ products with **non-approved components, fasteners, coatings, or accessories**.



- Failure to ensure proper **drainage, ventilation, or maintenance**, resulting in **trapped moisture, debris buildup, salt retention, or accelerated corrosion**.
- Corrosion or staining caused by contact with **dissimilar metals or adjacent materials not supplied by Nuvo Iron™**, including fasteners, flashing, substrates, or surrounding structures.
- **Cosmetic surface imperfections, minor finish inconsistencies, or visual changes** that do not affect **structural integrity**.

3. Limitations

- This warranty is valid for the **original purchaser only** and is **non-transferable**.
- Nuvo Iron™'s liability is limited to replacement or refund of a **prorated portion** of the purchase price.
- Nuvo Iron™ is not responsible for **labor, removal, disposal, or incidental/consequential damages**.
- Any defect in the baluster that limits use of the railing system or surrounding deck area does **not** make Nuvo Iron™ liable for related losses or costs.
- Product shipped by Nuvo Iron™ to its Dealers and Retail Partners is warranted free from freight damage. Dealers must inspect all products upon delivery and report damage **within 36 hours** of receipt.
- Replacement products may vary slightly in color, finish, or gloss due to natural aging.
- Failure to comply with any of the terms, conditions, or maintenance guidelines will render this warranty **null and void**.
- Installation and use must comply with all applicable **local building codes, zoning regulations, engineering requirements, and Nuvo Iron™ installation instructions**.
- Installation must be completed by a **qualified individual** familiar with Nuvo Iron™ installation instructions, local building codes, and applicable safety requirements. Nuvo Iron™ assumes **no liability** for improper installation, site preparation, spacing, drainage, or use of non-approved materials.
- The consumer or contractor assumes **full responsibility** for safe installation and use, including **proper safety equipment**.

4. Pro-Rated Coverage Schedule

Years Since Purchase	% of Purchase Price Covered	Customer Share	Notes
0–2 years	100 %	0 %	Full coverage — replacement at no cost
3–5 years	80 %	20 %	Partial coverage
6–7 years	60 %	40 %	Partial coverage
8–9 years	40 %	60 %	Partial coverage
10 years	20 %	80 %	Final prorated year
11 + years	0 %	100 %	Warranty expired

5. Coastal Environment Proration

Installations near coastal or saltwater environments experience accelerated corrosion. Coverage is **additionally prorated** based on proximity to saltwater:

Distance from Coast	Coverage Duration
Within 1 mile (1.6 km)	1 year
1–2 miles (1.6–3.2 km)	2 years
2–3 miles (3.2–4.8 km)	3 years

Beyond 3 miles (4.8 km)	Full 10-year coverage
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This applies to paint finish, surface coatings, and corrosion resistance. Structural coverage remains valid within the prorated timeframe if all care and maintenance requirements are met.

6. Claim Process

All claims must be submitted **in writing within 90 days** of discovering the issue. Reimbursement or replacement approval is **at Nuvo Iron's sole discretion**.

Include the following with your submission:

1. Proof of purchase (invoice or receipt)
2. Proof of installation
3. Photos clearly showing the issue
4. Product code, size, or description
5. Proof of warranty (UPC or end-tag from product packaging)
6. Claimant's name, address, and phone number
7. Address of installation (if different)

Submit claims to:

Email: info@nuvoiron.com

Phone: 1-866-955-0355

Nuvo Iron™ reserves the right to inspect and test all products prior to authorizing a claim.

7. Legal Rights

This warranty provides specific legal rights; additional rights may vary by province, territory, or state. It is valid only for products sold and installed in **Canada and the United States**.

Effective for products purchased after January 1, 2025.

Appendix A - Care & Maintenance

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Proper care and maintenance are essential to maximize the life of **Nuvo Iron™ Galvanized Steel Balusters** and maintain warranty coverage, especially in **coastal and high-humidity regions**.

Routine Cleaning:

- Wash surfaces with **mild soap and water** at least twice per year, with spring and fall recommended.
- Rinse thoroughly with **clean water** to remove all soap, salt, and residue.
- In coastal areas within **5 miles / 8 km of saltwater**, clean surfaces monthly.

General Safety & Surface Protection:

Thorough cleaning and surface protection during installation are essential to preserve **finish quality and structural integrity**.

- Do **not cut railing or balusters directly on the deck surface**, including wood, composite, or other finished surfaces. Always cut on a separate, stable, protected work surface away from the finished deck.
- **Hot metal shavings** can embed into painted finishes and cause permanent staining or deterioration.
- Always **clear all metal shavings** from rails, posts, brackets, balusters, and the surrounding area before final assembly.
- Even small steel particles can **oxidize when exposed to moisture**, appearing as rust spots or discoloration if not removed.
- Deck railing should **not be installed with the bottom rail directly against the deck surface** unless specifically permitted by the railing profile and local requirements. A clearance of approximately **1.5" to 3"** is recommended where applicable to allow drainage, ventilation, snow removal, and reduce trapped salt, moisture, and debris.
- In areas exposed to **salt spray, snow, or ice-melt products**, trapped moisture and salt buildup can accelerate corrosion. Keep the area beneath and around rails, posts, brackets, and balusters clear so snow, water, and debris can drain or be removed properly.

Inspection:

- Inspect annually for **scratches, chips, or other surface damage**.
- Touch up small scratches promptly using an **approved Nuvo Iron™ finish product**.
- If corrosion or rust begins to appear, clean the affected area and apply a **protective coating** immediately.

Avoid:

- Do **not** use harsh chemicals, abrasive cleaners, or power washers.
- Do **not** allow prolonged contact with pool chemicals, fertilizers, or ice-melt products.
- Do **not** allow leaves, soil, snow, salt, or debris to accumulate against rails, posts, brackets, or balusters.

Coastal Reminder:

Failure to follow the care and cleaning instructions above, particularly in **saltwater or coastal environments**, may result in reduced warranty coverage as outlined in **Section 5: Coastal Environment Proration**.

