

VISTAPRO PRODUCT WARRANTY

VistaPro Architectural Railing Solutions, a division of Vista Railing Systems Inc., has **supplied** the following railing materials components:

Building # , lf lineal ft of railing type in color

Building # , lf lineal ft of railing type in color

Building # , lf lineal ft of railing type in color

Project Name: _____

Address: _____

City, State/Province: _____

Zip / Postal Code: _____

Owner: _____

Railing material components **sold to:**

Company Name: _____

Address: _____

City, State / Province: _____

Zip / Postal Code: _____

Installed by:

Company name: _____

Address: _____

City, State/Province: _____

Zip / Postal Code: _____

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Substantial completion date: _____ (start date for warranty on materials)

___ Year Limited Product Warranty on materials & workmanship

___ Year Limited Product Warranty on Paint Finish

Coverage:

Subject to the following terms, conditions and limitations, VistaPro Architectural Railing Solutions, a division of Vista Railing Systems Inc. (hereinafter "VistaPro") warrants the materials and workmanship of the above listed railing components supplied by VistaPro under normal use for ___ years and warrants the powder-coated finish against splitting, peeling, flaking, blistering or fracturing under conditions of ordinary use and wear for ___ years.

AAMA 2605 powder-coating is available upon request at an additional initial cost with added powder-coated warranty length.

Warranty Limitations:

This warranty does not cover damage due to normal weathering, chalking, scratching, fading, corrosive atmosphere containments (e.g. chemical fumes, pollution, salt, salt water) volcanic ash, lightning, windstorms, tornadoes, or any other act of God, explosions, riots, civil disturbances, war, misuse or abuse, or other causes beyond the control o VistaPro.

This warranty does not include those screws and/or other fasteners used in the assembly and/or installation of the railing.

VistaPro will not be required to honor this warranty if the railing installation has been modified or changed in any manner at time of installation or thereafter, or it has not been installed as per the VistaPro design guide and or applicable local building codes or has not been installed by an authorized VistaPro dealer/installer. VistaPro will not be required to honor this warranty without being given a reasonable opportunity to have its representative investigate any claim made. If after investigating the claim, VistaPro determines the claim valid, VistaPro's sole liability and the Owner's only remedy shall be as follows:

VistaPro may choose either to repair or replace any of the railing material that has been deemed defective by VistaPro. VistaPro's sole responsibility is limited to the original cost of VistaPro material supplied. All labor and any necessary associated shipping costs are the responsibility of the original purchaser. Any additional costs and expenses beyond the original purchase price are the original purchaser's sole responsibility and are excluded.

Any claim under this warranty must be made within 14 days after the circumstances giving rise to any such claim are discovered by the owner.

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Any claim under this warranty must be made in writing to VistaPro at the address shown at the bottom of this letterhead or to the installing VistaPro Dealer and must include a copy of this warranty document and photos of the claimed defect.

VistaPro will not be responsible or liable for loss of use due to said railing or any costs or damages which are consequential to any defect of the said railings.

VistaPro reserves the right to discontinue or change any design, profile or color of our products at anytime and without notice or liability. If for any reason the product of the type originally installed is no longer available for VistaPro at the time that VistaPro acknowledges that a claim will be covered, VistaPro may refund the original purchase price or substitute another product determined by VistaPro at its sole and absolute discretion of comparable quality and price.

This warranty shall be constituted and enforced in accordance with, and the rights of the parties here shall be governed by the laws of the Province of British Columbia. Any and all disputes arising under the warranty, whether as to interpretation, performance or otherwise, shall be subject to the jurisdiction of the courts of the Province of British Columbia.

THIS WARRANTY IS MADE IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED. ADDITIONALLY, ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE TERMS OF THIS WARRANTY.

Care and Maintenance

VistaPro railing components will require cleaning and caring for. Clean the VistaPro railing components regularly with warm soapy water using a sponge or soft cloth. Do not use abrasive cleaners that may scratch the railing. Clean glass panels by removing dust and grit with generous application of water, and remove grease and film deposits with mild solution of soap and water; and rinse thoroughly.

If the product is installed within 5 miles of a coastline, saltwater bay, or any area prone to saltwater spray, there are additional and specific maintenance requirements within the installation, care, and maintenance instructions, which apply. If the product is installed within 5 miles of a coastline, saltwater bay, or any area prone to saltwater spray, VistaPro will have no obligations under this warranty unless the original owner signs and returns the VistaPro warranty registration card to VistaPro. Annual inspections of railing, and or fencing, and fasteners to ensure structural integrity are sufficient for most areas, however coastal areas have special requirements (see recommended maintenance schedule).

Coastline Maintenance Requirements

The salt and moisture in the air of such regions can create a damaging buildup of salt on the railing components. This damaging build-up requires weekly inspections of all railing components to detect and subsequently remove the harmful residue. Upon detection of any salty build-up, weekly to monthly cleaning of the aluminum surface is required to regain the product's original look, quality and luster and to maintain its warranty eligibility.

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Product Cleaning

For light cleaning, rinse with water from bottom to top and back to bottom. This will clean the surface on the way up and prevent the collection of dirty runs down and possible streaking. Air dry or wipe dry with a soft, dry, lint-free cloth.

If light cleaning does not clean the debris, rinse the surface with clean water from top to bottom. Use a sponge and clean with mild soap and water. Immediately rinse any run down to lower parts of the building. Do not allow cleaning solutions to collect or puddle on surfaces. Immediately rinse with clean water. It is very important that cleaning solution does not dry on the surface. Air or wipe dry with a soft, dry cloth. For stubborn, water-soluble debris, repeat steps above until clean.

For a protective wax finish, apply a quality brand of car wax to the aluminum surface (follow wax manufacturer's application instructions)

For optimal cleaning, do not clean coated aluminum surfaces in direct sunlight or in temperatures too hot or too cold. Do not use abrasive cleaners that may scratch the cladding and avoid excessive rubbing or over-cleaning.

Recommended Maintenance Schedule

Aluminum handrails and guardrails are intended to provide both safety and aesthetics for many years. Ensuring fulfillment of these functions depends, to a large extent, on following some basic maintenance procedures.

VistaPro recommends that the following actions be undertaken:

1. Railing should be hand washed with mild detergent and rinsed with clean water as needed.
2. All screws should be checked at least every year for snugness. Caulking should be removed and replaced if showing signs of deterioration. If screws require replacing, replace them with appropriate fasteners.
3. Guardrails fastened to concrete decks should be inspected carefully at least on an annual basis at each plate for evidence of moisture leakage or loose connections.

Any evidence of these or any other anomalies with your VistaPro railings should be reported to your VistaPro installation dealer or directly to VistaPro for further recommendation and/or action.