

CertainTeed
DURHAMTM

Aluminum Railing System

Warranty

CertainTeed 

*Quality made certain. Satisfaction guaranteed.*TM

What and Who Is Covered and for How Long

CertainTeed Corporation (“CertainTeed”) warrants to the original property owner/consumer that, when subject to normal and proper use, its Durham™ Aluminum Railing System (the “Product”) will be free from manufacturing defects and will not chip, peel, flake, or blister for ten (10) years from the date of installation, and that CertainTeed will, at its option, replace any railing system components or refund the original amount paid by the original property owner/consumer for any railing system components CertainTeed determines are defective under the terms of this Limited Warranty. In the event of replacement pursuant to the terms of this Limited Warranty, the warranty applicable to the original railing system shall apply to the replaced railing system components and will extend for the balance of the original warranty period.

CertainTeed’s obligation under this Limited Warranty is limited as follows:

(i) CertainTeed will, at its option, replace any railing system components or refund the original amount paid by the original property owner/consumer for any railing system components CertainTeed determines are defective under the terms of this Limited Warranty; (ii) CertainTeed will not be responsible for or reimburse labor costs or other costs pertaining to removal, replacement or installation of either the original or replacement Durham Aluminum Railing System components; (iii) CertainTeed will not be responsible or liable for primer, paint or other coatings not applied by the factory to either the original or replacement Durham Aluminum Railing System components; and (iv) CertainTeed will have no warranty obligation or liability for any damage to persons or property caused by a failure or defects in any Durham Aluminum Railing System components.

Limitations

This Limited Warranty does not provide protection against, and CertainTeed will have no liability under this Limited Warranty for any failure, defect or damage caused by situations and events beyond normal exposure conditions, including but not limited to:

- misuse, abuse, neglect, or improper transportation, handling or storage (including negligence in, or failure to provide, reasonable and necessary maintenance to prevent an accumulation of surface dirt or stains);
- improper installation or installation not in strict compliance with CertainTeed’s written guidelines for its Durham Aluminum Railing System published at the time of original installation;
- use of accessories which do not properly receive and/or secure any components of the Durham Aluminum Railing System;
- foreign object impact, fire, earthquake, flood, lightning, hail, hurricane, tornado or other casualty events or acts of God;
- accidental or intentional damage, collision or crash impact damage caused by foreign objects, or vandalism;
- abnormal or improper use or design, alteration, welding, neglect, abuse, abrasion, installation on treated (CCA) lumber, or improper Product service;

- surface deterioration due to air pollution, seacoast environment, airborne stains, mold or mildew;
- defects in, failure of, or damage to the wall or substrate on which the Durham Aluminum Railing System is installed, caused by movement, distortion, cracking or settling of the wall or substrate or the foundation of the building;
- discoloration or other damage caused by air pollution (including metallic oxides or metallic particles), outside source stains, or exposure to harmful or corrosive chemicals, including harmful cleaning compounds, pesticides, fumes, or vapors;
- normal wear, tear, weathering, and the damaging effects of sunlight and extremes of weather and atmospheric conditions, that may cause a surface to fade, chalk, or become soiled or stained;
- primer, paint or other coatings or finishes applied to the Product by the property owner/ consumer or any third party not in strict compliance with CertainTeed's written guidelines for its Durham Aluminum Railing System (concerns about primer, paint, or other coatings or finishes should be directed to the manufacturer of those products); CertainTeed is not liable for non-factory applied paint used on its Durham Aluminum Railing System and/or damage caused by the use of such paints;
- warping or distortion caused by exposure to excessive or unusual direct or reflective heat sources;
- cracking or crazing caused by cold temperatures; and/or
- any other cause not a result of a manufacturing defect in CertainTeed's Durham Aluminum Railing System.

Mold and mildew are functions of environmental conditions and are not manufacturing defects. As such, mold and mildew are not covered by this Limited Warranty.

This Limited Warranty is void and CertainTeed shall have no responsibility or liability if:

- the Product was not purchased new from an authorized CertainTeed dealer;
- the Product was installed or used with a competitor's product or system, or used with a product or system not approved or acceptable to CertainTeed;
- the Product was installed using improper fasteners, methods or techniques, or in nonconformity with applicable building codes or best building practices; or
- repairs, modifications, alterations or changes of any kind were undertaken on the Product without prior written authorization from CertainTeed.

CertainTeed reserves the right to discontinue or modify any of its products, including the color of its railing system, and shall not be liable as a result of such discontinuance or modification, nor shall CertainTeed be liable in the event replacement material varies in color or gloss in comparison to the original product as a result of normal weathering. If CertainTeed replaces any material under this warranty, it may substitute products designated by CertainTeed to be of comparable quality or price range in the event the product initially installed has been discontinued or modified.

Transferability

The benefits of this Limited Warranty only extend and apply to the original property owner/consumer. This Limited Warranty is not transferable.

Other Conditions

THE OBLIGATIONS CONTAINED IN THIS LIMITED WARRANTY CONSTITUTE THE EXCLUSIVE REMEDY AND ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER OBLIGATIONS, GUARANTEES AND WARRANTIES. APPLICABLE STATE LAW WILL DETERMINE THE PERIOD OF TIME FOLLOWING THE SALE THAT A PROPERTY OWNER/CONSUMER MAY SEEK A REMEDY UNDER THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CERTAINTEED'S OBLIGATIONS, RESPONSIBILITIES, AND/OR LIABILITY SHALL BE LIMITED TO REPLACEMENT OR PROVIDING A REFUND PER THE TERMS OF THIS LIMITED WARRANTY. IN NO EVENT SHALL CERTAINTEED BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING ANY DAMAGE TO THE BUILDING, ITS CONTENTS, OR ANY PERSONS OR PROPERTY, THAT OCCUR AS A RESULT OF A BREACH. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This Limited Warranty may not be modified, altered or expanded by anyone, including product distributors, dealers, sellers and/or CertainTeed field representatives. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

What the Customer Must Do

If you believe your railing system has a manufacturing defect, you must promptly notify CertainTeed and provide proof of property ownership and the date of your railing system purchase and application. In order to properly evaluate and process a warranty claim, CertainTeed may require the property owner to submit a Product sample to CertainTeed for analysis and/or permit a CertainTeed representative to inspect the installed Product, if required. CertainTeed will evaluate each properly reported claim and will replace any railing system components or refund the original amount paid by the original property owner/consumer for any railing components CertainTeed determines are defective under the terms of this Limited Warranty, within a reasonable period of time following its review and evaluation of the claim. Please send all notifications and correspondence to:

CertainTeed Corporation
Attn: Consumer Services Department
231 Ship Canal Parkway
Buffalo, NY 14218
Telephone: 800-380-5323

This Limited Warranty applies to any Durham Aluminum Railing System installed on or after March 1, 2008.

Care and Maintenance

It is essential to fully read and follow the installation and maintenance instructions which accompany the Product. Failure to do so may result in damage or injury, for which CertainTeed accepts no responsibility.

Fasteners

It is the responsibility of the owner to inspect all fasteners at least once a year. Fasteners, over time, may loosen and need to be tightened. CertainTeed recommends that a light coat of floor or car wax be applied to the tops of any exposed fasteners every 3-6 months to help prevent oxidation. In high UV and salt spray climates, CertainTeed recommends more frequent wax coatings. Surface rust is part of the normal aging process, is not a material or manufacturing defect, and does not affect the integrity or strength of fasteners.

The Natural Aging Process

As part of the natural aging process of the railing's powder coating, white "chalk" or powder may form on the surface. This condition is due to normal weathering of the Product, is not a material or manufacturing defect, and can be cleaned and polished to bring back the sheen using a mild, non-abrasive cleaner like Soft Scrub.

General Cleaning

Your railing should be cleaned at least twice a year with mild, non-abrasive soap and water and a soft sponge. In areas where salts and pollutants are more prevalent (beach front or industrial areas), railings should be cleaned more frequently. Always rinse with fresh water to remove residual soap.

- Avoid using a dry sponge - it may scratch the surface.
- Remove minor scuffmarks or scratches with Soft Scrub or an equivalent mild, non-abrasive product.
- Always remove soil, grime, tree sap, seeds, bugs, etc., as soon as possible, as sun exposure and/or heat will make them more difficult to remove.
- Certain household cleaners, abrasive agents, harsh chemicals, strong solvents, acids, steel wool and industrial cleaners can cause damage and discoloration to the finish of the Product, and are not recommended.
- Always test a cleaning product in an inconspicuous area before using it.

The chemical agents referenced herein may be hazardous to the user or to the environment. Be sure to follow all precautions and warnings on the product label, and particularly those which warn of or may prevent a personal injury. Please dispose of these chemical agents in a manner prescribed by the manufacturer. If you are unsure how to use or dispose of these chemical agents, please contact the product's manufacturer for instructions.

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