

CertainTeed  
**PANORAMA<sup>®</sup>**

Composite Railing System

Limited Warranty



**CertainTeed** 

*Quality made certain. Satisfaction guaranteed.<sup>™</sup>*

# Panorama® Composite Railing System

## 25-Year Limited Warranty

### What and Who Is Covered and for How Long

CertainTeed warrants to the original homeowner/purchaser that, when subject to normal and proper use, its Panorama Composite Railing System will be free from manufacturing defects. CertainTeed will authorize replacement product for any Panorama Composite Railing System component determined by CertainTeed to be defective during the 25-year period from date of installation; decorative balusters, steel balusters, and baluster shoes – supplied by CertainTeed with its Panorama Composite Railing Systems – are also covered for 25 years from date of installation. Steel balusters are covered by a 25-year, prorated limited warranty as described below. CertainTeed, at its option, reserves the right to refund the original amount paid for the product by the original homeowner/purchaser for the Panorama Composite Railing component determined by CertainTeed to be defective under the terms of this Warranty.

Under no circumstances and in no event will CertainTeed be liable for any labor charges or other expenses whatsoever in connection with the removal, repair or installation of either the original or replacement Panorama Composite Railing System component, except during the SureStart™ Protection period (see below for details). CertainTeed will not be liable for primer, paint or other coating applied to either the original or replacement Panorama Composite Railing System component. In the event of replacement under the terms of this Warranty, the original warranty will apply to the replacement material and will extend for the balance of the warranty period in effect at the time the Panorama Composite Railing System component is determined by CertainTeed to be defective.

### SureStart™ Protection



CertainTeed Panorama Composite Railing System components are covered by SureStart™ Protection for a period of two (2) years following the date installation is completed; decorative balusters and baluster shoes – supplied by CertainTeed with its Panorama Composite Railing System – are covered for a two (2) year period from date of installation. Under this warranty feature,

CertainTeed, will pay to repair or replace, at its sole option, any Panorama Composite Railing component(s) proven by CertainTeed to be defective during the SureStart™ Protection period. Steel balusters are not included under SureStart Protection; instead, steel balusters are covered under the Steel Baluster Limited Warranty described below.

CertainTeed's maximum liability under SureStart™ Protection will be equal to the reasonable cost to replace or repair the defective product at current value, including the reasonable cost of labor in connection with removal, repair or installation of either the original or replacement Panorama Composite Railing. SureStart™ Protection will automatically terminate if the original homeowner/purchaser sells the property on which the Panorama Composite Railing System is installed.

If CertainTeed has agreed to pay labor charges per the terms of this Warranty, CertainTeed will provide reimbursement only upon receipt of a copy of the contractor's invoice or other written evidence, acceptable to CertainTeed, of the completion of such work.

## Steel Baluster Prorated Limited Warranty

If the original installation of your Panorama Composite Railing System includes steel balusters, CertainTeed warrants to the original homeowner/purchaser that, when subject to normal and proper use, its steel balusters will not crack, peel, blister, or extensively corrode (rust) for a period of 25 years from the date of installation. Should CertainTeed determine that any of the steel balusters have cracked, peeled, blistered, or extensively corroded (rusted), CertainTeed will authorize payment to the original homeowner/purchaser according to the Steel Baluster Proration Schedule below:

Steel Baluster Proration Schedule Years After Installation	% of Original Homeowner/Purchaser's Purchase Price of Affected Steel Balusters To Be Paid by CertainTeed
1 through 10 years	100%
11 through 20 years	75%
21 through 25 years	50%

The Steel Baluster Limited Warranty applies to material only. No labor costs to remove or replace the steel balusters are included nor are labor costs included in calculating the prorated amount to be paid by CertainTeed under the warranty.

Should the steel balusters be installed on a Panorama Composite Railing System that is one (1) mile or less from an ocean coastline, this Baluster Limited Warranty is limited to one (1) year from date of installation. If any of the steel balusters within one (1) mile from the coastline crack, peel, blister, or extensively corrode (rust) within one (1) year of installation, CertainTeed will pay the original homeowner/purchaser 100% of the original purchase price for the affected steel balusters. No additional warranty coverage exists for such steel balusters. Extensive corrosion (rust) is defined as multiple rust-through perforations on the same affected steel baluster.

## Transferability

This warranty applies to the original property owner/consumer and is not transferable.

## Limitations

This Warranty, including the Steel Baluster Limited Warranty, does not provide protection against, and CertainTeed will have no liability under this 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 adherence to CertainTeed's written guidelines for Panorama Composite Railing System.
- Use of accessories which do not properly receive and/or secure Panorama Composite Railing System, and its components.
- Impact of foreign objects, fire, earthquake, flood, lightning, hail, hurricane, tornado or other casualty or act of God.
- Abnormal or improper use or design, accident, alteration, welding, neglect, abuse, abrasion, air pollutants, installation on treated (CCA) lumber, improper service or installation.
- Defects in, failure of, or damage to the wall or substrate on which Panorama Composite 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), extractive bleeding, outside source stains or exposure to harmful chemicals.
- Fading, chalking, darkening, and/or yellowing of the product caused by ordinary weathering, exposure to natural sunlight and/or extreme atmospheric conditions.
- Primer, paint or other coatings or finishes applied to the product by the property owner/consumer or any third party not in strict adherence to CertainTeed's written guidelines for Panorama Composite Railing System. (Concerns with the primer, paint or other coating or finish itself should be addressed directly to the manufacturer of that specific product.) CertainTeed is not liable for paint used on Panorama and/or results of the use.
- Any other cause not involving manufacturing defects in CertainTeed's Panorama Composite 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 or any implied warranty.

CertainTeed reserves the right to discontinue or modify any of its products, including the color, without notice to the property owner/consumer. CertainTeed will not be liable if the replacement product varies in color or gloss in comparison to the original product as a result of normal weathering. If CertainTeed replaces any product under this Warranty, CertainTeed may substitute products designated by it to be of comparable quality or price range if the product initially installed has been discontinued or modified.

## **Limited Warranty and Limitations of Remedies**

THIS DOCUMENT CONSTITUTES THE EXCLUSIVE WARRANTIES AND REMEDIES PROVIDED BY CERTAINTEED. THE WARRANTIES AND REMEDIES CONTAINED IN THIS DOCUMENT ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER OBLIGATIONS, GUARANTEES AND WARRANTIES, WHETHER WRITTEN, ORAL OR IMPLIED BY STATUTE OR AT LAW. STATE LAW WILL DETERMINE THE PERIOD OF TIME FOLLOWING THE SALE THAT A PROPERTY OWNER MAY SEEK A REMEDY UNDER THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. .

CERTAINTEED'S OBLIGATIONS, RESPONSIBILITIES AND LIABILITY SHALL BE LIMITED TO REPAIRING, REPLACING OR CLEANING THE DEFECTIVE PRODUCT AS SET FORTH IN THIS WARRANTY. IN NO EVENT SHALL CERTAINTEED BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE PROPERTY, THE BUILDING OR ITS CONTENTS, OR FOR INJURY TO ANY PERSONS, THAT MAY OCCUR AS A RESULT OF THE USE OF CERTAINTEED'S PRODUCTS OR AS A RESULT OF THE BREACH OF THIS WARRANTY. IF YOUR STATE DOES NOT ALLOW EXCLUSIONS OR LIMITATIONS OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

IN NO EVENT SHALL CERTAINTEED'S TOTAL LIABILITY ARISING OUT OF OR RELATED TO THE PRODUCT(S) OR THIS WARRANTY EXCEED THE ORIGINAL PURCHASE PRICE OF THE PANORAMA COMPOSITE RAILING SYSTEM AND ONLY DURING THE SURESTART PROTECTION PERIOD WILL CERTAINTEED'S TOTAL LIABILITY INCLUDE THE ORIGINAL COST OF LABOR TO INSTALL THE PANORAMA COMPOSITE RAILING SYSTEM.

This Warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

This Warranty may not be modified, altered or expanded by anyone, including product distributors, dealers, sellers, installers and/or CertainTeed field representatives.

## **What the Customer Must Do**

The homeowner/purchaser must promptly notify CertainTeed in writing of any claimed manufacturing defect and provide proof of the date of purchase and installation of Panorama Composite Railing System, as well as proof of property ownership. CertainTeed may require the homeowner/purchaser to submit a sample of the claimed defective product to CertainTeed for analysis. In addition, CertainTeed reserves the right to inspect the installed product, as it deems necessary. CertainTeed will then evaluate the claim and if a manufacturing defect covered by this warranty is confirmed by CertainTeed, CertainTeed, within a reasonable amount of time after review and evaluation of the claim, at its sole option, will authorize replacement of the defective Panorama Composite Railing System component(s) or refund the original amount paid for the product by the original homeowner/purchaser under the terms of this Warranty.

All notifications should be sent to:  
CertainTeed Corporation  
Attn: Warranty Claims  
803 Belden Road  
Jackson, MI 49203  
Telephone Number: 800-999-3654

**This Warranty is effective 1/1/2010.**

**It replaces the Warranty which was effective as of 1/1/2007.**

**ASK ABOUT OUR OTHER CERTAINTEED PRODUCTS AND SYSTEMS:**

**EXTERIOR:** ROOFING • SIDING • WINDOWS • FENCE • RAILING • TRIM • DECKING • FOUNDATIONS • PIPE

**INTERIOR:** INSULATION • GYPSUM • CEILINGS

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