

## WARRANTY CARE & MAINTENANCE

At Vista Railing Systems Inc we are very proud of our product engineering and quality powder coat finish. There are, however, extreme environmental conditions that our aluminum product are not designed to meet.

- If your site location regularly experiences winds gusting over 60 MPH (100 KPH) you will need to consult a local professional engineering firm to determine if our product is suitable for your application.
- If your site location is exposed to heavy salt air conditions (eg: within a mile of open ocean) particularly in tropical climates, our powder coat finish will not be covered by this warranty.

## COVERAGE

Subject to the following limitations, terms and conditions, Vista Railing Systems Inc. (hereinafter "VISTA") warrants to each individual (hereinafter the "Owner") who (a) purchase Product (as defined herein), (b) uses the Product solely for Residential Purposes (as defined herein) and (c) is a resident of Canada or the United States of America at the time of the purchase of the Product.

VISTA warrants its aluminum railings factory finish against splitting, peeling, flaking, blistering or fracturing under conditions of ordinary use and wear for the life of the product. This warranty is for the exclusive benefit of the original purchaser and is not assignable or transferable.

Residential purpose is defined in this warranty as the installation of the Product onto a single family detached housing unit or onto a detached duplex housing unit, as the case may be, that is owned by the Owner and occupied by him or her as a place of residence and that is not used either in whole or in part as a rental property or for any other use.

## LIMITATIONS

There are extreme environmental conditions that our products are not designed to meet.

If your site location regularly experiences winds gusting over 60 MPH (100 KPH) you will need to consult a local professional engineering firm to determine if our product is suitable for your application.

If your site location is exposed to heavy salt air conditions (e.g.: within a mile of open ocean) particularly in tropical climates, our powder coat finish will not be covered by this warranty.

**Vista Railing Systems Inc.**

**Head Office:** 23282 River Road Maple Ridge BC V2W 1B6

**Tel:** (800) 667-8247 **web:** [www.vistarailings.com](http://www.vistarailings.com) **email:** [sales@vistarailings.com](mailto:sales@vistarailings.com)



This warranty does not cover damage due to normal weathering, chalking, scratching, fading, corrosive atmosphere contaminants (e.g. chemical fumes, pollution, salt or salt air conditions), volcanic ash, lightning, windstorm, tornadoes or any other act of god, explosions, riots, civil disturbances, war, misuse or abuse, or other causes beyond the control of VISTA.

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

VISTA will not be required to honor this warranty and shall not have any responsibility or liability if the railing has been modified, altered or changed in any manner. VISTA product cannot be combined or used with a competitor's products or systems or used with a product or system not within the contemplation of VISTA. The warranty is void if the product was installed using improper fasteners, methods or techniques in nonconformity with applicable building codes. The warranty is not valid if product was not purchased new from an authorized VISTA dealer.

VISTA will not be required to honor this warranty without being given a reasonable opportunity to have its representative investigate any claims made. If after investigating the claim, VISTA's sole liability and the owner's only remedy shall be as follows.

VISTA may choose either to repair or replace any of the railing that has been deemed defective by VISTA. The cost of the labor and materials to repair or replace and any shipping costs, if in VISTA's opinion it is necessary to return railing to a VISTA repair centre, shall be 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 original owner.

Any claim under this warranty must be made in writing to VISTA. Photos of the defect must be provided at the time of claim. The original purchase receipt from an authorized dealer must also be provided.

VISTA will not be responsible for the loss of use of the said railing and/or fencing or any cost or damages that are consequential to any defect of the said VISTA product.

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

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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.

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

## **SUBMITTING A CLAIM**

If the product has a manufacturing defective, please write to Vista Railing Systems Inc. as follows:

Vista Railing Systems Inc.  
23282 River Rd, Maple Ridge,  
BC, Canada V2W 1B6

Enclosing the documentation specified above.

## **INSTALLATION, CARE AND MAINTENANCE**

Wash VISTA product regularly using a good quality car wash, and rinse with water along with an application of a quality automotive car wax. DO NOT use acid solution, steel wool, or harsh abrasives. Clean glass panels by removing dust and grit with a generous application of water and remove grease and film deposits with mild solution of soap and water; and rinse thoroughly. We recommend annual inspection of railing and/or fencing, and fasteners to ensure structural integrity.

VISTA's standard coating life in heavy salt air conditions can be extended significantly by washing the salt off the product and applying a good quality automotive wax regularly to the painted surfaces.

It is essential to fully read and follow the installation (Design Guide) and maintenance instructions. Failure to do so may result in damage or injury, for which VISTA accepts no responsibility.