



NO QUIBBLE MATERIALS WARRANTY

We believe that ColourRail is one of the best quality railing products available and as such we back it with a no quibble guarantee. If the materials fail under the scope of this warranty, we will arrange the repair or replacement of the damaged part. If you need to make a claim on the warranty, please contact customer services at our head office on 08006 444 113, once a warranty claim has been submitted we will advise within 5 working days of the next steps to be taken.

Climar Ltd warrants that:

For 10 years from the warranty/invoice date; **ColourRail and ColourRail gates** will be free from material and manufacturing defects; will not suffer damage from natural weathering nor the paint surface flake, rust to perforation, warp, peel or otherwise deteriorate.

This warranty is subject to the following terms and conditions

All component parts of the railings have been supplied and fitted by an approved installer in accordance with product technical specs (see exclusions – please consult with your fitter for details) The product is washed directly by rain or clean water at least every six months.

Remedy

If, during the period of this warranty, the product fails to perform as defined above, we will replace or repair at our option the part found by us to be defective. Following resolution, all replaced parts must be returned via the installer to Climar Ltd for inspection and testing to determine the cause of failure.

Exclusions

1. This warranty replaces all other conditions or warranties whether oral or written, express or implied.
2. We will not accept liability for any other direct or indirect losses or damages including injury to persons, or damage to property and consequential loss or damage however they occur.
3. Natural reduction of paint gloss is not covered by this warranty
4. This warranty does not apply where failure of the product is partly or wholly due to any of the following:
 - Damage sustained (including severe scratching or abrasion of paint finish) after installation resulting from maltreatment, neglect or changes made by an un-accredited party;
 - Movement of the ground or structural defects of any buildings or intrusion of vegetation;
 - Exposure to adverse loads;
 - Contact with moisture-retaining or incompatible substances including concrete (apart from post footings), bitumen, soil, ashes fertilisers, lead, copper, monel metal, bare steel, stainless steel and timber.
 - Contact or coating with corrosive substances including harmful chemicals, pool water, water runoff from lead or copper, or green, wet or treated timber or insufficient cleaning;
 - The railings are within 1 km of severe industrial or other corrosive environments;
 - Acts of God.
5. Gates must be fitted and used with soft close hinges or hook hinges, a gate stop with hook and eye or drop bolt.

Extension of benefit- The benefit of this warranty extends to the buyer and to the property owner.

Definitions- Product means the product for which this warranty is issued.

These guidelines are part of the warranty conditions and help maximise the life of the product.

After installation

A quick hose down is recommended to remove metal chips or filings. ColourRail posts should always be set in concrete or in a ColourRail mounting bracket. Ensure you are happy with the installation and alert the fitter to any issues immediately. Ensure that your gate has been fitted with soft close hinges and that you can secure the gate in both open and closed positions to prevent wind damage.

Cleaning and care

Hose your railings down every six months ensuring they are free of dirt and debris. We don't warrant against harmful chemicals, including water from swimming pools and overspray of garden chemicals so if there is a spill, hose the railings down before the chemical or pool water dries.

Over the lifetime of your railings

Minor scratches won't affect the performance of your railings, don't paint over minor damage as colours are unlikely to match over time. Don't climb on your railings or otherwise cause them to become bent. Periodically check that your posts still have their post caps – they give protection from sharp edges. If you notice missing caps or are concerned about damage, call our head office number for advice 08006 444 113