



**General:** This express limited warranty covers performance of Fiberthane brand balustrade systems manufactured by Ekena Millwork. Ekena Millwork does not warrant installation or labor provided by others.

**Terms:** Ekena Millwork warrants that the product lines outlined in “general” are free from manufacturing defects that result in delamination, decay, rot, cracking, and/or peeling.

**Exclusions:** This warranty does not apply to any issues with non-defective products caused by conditions or handling beyond Ekena Millwork’s control. This warranty does not cover claims, damage, or failure of the products from the following but not limited to: 1) Acts of God or fire; 2) Accidental or intentional acts of the owner, the installer, or others; 3) Installation not in accordance with Ekena’s written instructions and recommendations; 4) Repairs or modifications by persons not authorized by Ekena or from the use of parts and accessories not authorized by Ekena Millwork; 5) Unreasonable use or use outside of the intended application and/or handling; 6) Failure due to use of custom sizes outside of Ekena’s recommendations; 7) Ordinary wear and tear; 8) Paint failure due to weathering or other natural elements; 9) Failure due to lack of painting.

**Coverage Schedule:** The table below describes the pro-rated warranty coverage schedule:

Number of Years After Installation	Prorated Coverage
0-3 Years	100%
3-6 Years	75%
6-9 Years	50%
10-12 years	25%
13+ Years	10%

**Who Is Covered:** This warranty extends only to the original residential or commercial owner(s) of the structure on the date of the purchase of the products and shall extend for the terms stated so long as such owner owns the structure. Coverage under this warranty shall cease upon the transfer of ownership of the structure or upon death of the original owner. This warranty does not transfer to any new owner of the structure which the product is installed on or any other individual other than the original owner of the structure.

**Remedies:** If the Fiberthane balustrade system does not meet the warranty, Ekena Millwork shall at its option and subject to the warranty coverage schedule (shown above), repair or replace the products or refund the purchase price of the products (less shipping) at its sole discretion. Ekena Millwork shall not be liable for labor costs to remove or re-install, travel expenses, or other costs incurred replacing the product.





**Claims:** Claims under this warranty will be honored only if the following conditions are met: 1) proof of purchase date and purchase price are provided; 2) Ekena Millwork is notified within 30 days after the facts on which the claim is based become known; 3) Ekena Millwork has an opportunity to investigate and approve the claim in writing.

**Replacement:** Ekena Millwork reserves the right to remove and examine sufficient undamaged products as well as alleged damaged products before providing any replacement product or reimbursement. Ekena Millwork will attempt to replace defective product with new product having the same color and design; however the exact color or design may no longer be available and Ekena Millwork reserves the right to replace the defective product with product of similar design and color and shall not be required to replace surrounding products of different color and design. This warranty shall be void if anyone makes repairs or modifications to products that are not first approved in writing by Ekena Millwork except for emergency repairs.

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### Fiberthane Balustrade: General Notes

- Fiberthane balustrade is factory primed and must be painted using 100% acrylic paint. Failure to paint Fiberthane balustrade voids warranty.
  - Custom radius PVC rails are manufactured from cellular PVC and are non-structural, not strength tested, and recommended for decorative use only.
  - Store out of direct sunlight and in temperatures below 120 degrees Fahrenheit. Long term storage in direct sunlight may result in breakdown of primer coat resulting in peeling, flaking, or cracking.
  - Minor gouges, dents, cracks, etc may be repaired using automotive body filler, then sanded, primed, and painted.
  - Always consult with local building code requirements to ensure Fiberthane is acceptable prior to installation.
  - Fiberthane balustrade must be installed between and securely attached to structurally sound newel posts, columns, or walls to ensure the stability.
  - Multiple rail lengths may not be joined together without a newel post or column in between.
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