



**EKENA**  
MILLWORK

## **SteelTek Brackets** Limited Lifetime Warranty

**General:** This express limited lifetime warranty covers performance of SteelTek brackets manufactured by Ekena Millwork. Ekena Millwork does not warrant installation or labor provided by others.

**Terms:** Ekena Millwork warrants that the product lines outlined above shall be free from manufacturing defects in material and workmanship under normal use and service conditions, subject to the terms, conditions, limitations, and exclusions set forth herein.

**Remedies:** If a SteelTek bracket fails to conform to this warranty, Ekena Millwork shall, at its sole option, either replace the defective product or refund the original purchase price of the product. Replacement or repair of any product shall not extend the original warranty period. Ekena Millwork shall not be responsible for labor costs, removal costs, re-installation costs, travel expenses, shipping charges, loss of use, project delays, or any incidental or consequential damages.

**Exclusions:** This warranty does not apply to non-defective products, nor to any claims, damage, or failures caused in whole or in part by conditions, handling, installation methods, or uses beyond Ekena Millwork's control, including but not limited to:

1. Accidental, negligent, abusive, or intentional acts by the owner, installer, contractor, or third parties.
2. Acts of God, natural disasters, fire, flooding, weather events, or other force majeure events.
3. Installation not performed in accordance with Ekena Millwork's written instructions, recommendations, applicable building codes, or accepted construction practices.
4. Repairs, modifications, or alterations performed by persons not authorized by Ekena Millwork, or the use of unauthorized parts, accessories, coatings, or attachments.
5. Ordinary wear and tear, including scratches, abrasions, dents, fading, finish wear, or cosmetic aging.
6. Unreasonable use, misuse, abuse, or use outside the intended application.
7. Fastening into inadequate or non-structural substrates including drywall, weak masonry, deteriorated framing, hollow materials, or the use of inadequate fasteners or anchoring methods.
8. Overloading, live loading, impact loading, climbing, swinging, or other unintended uses.
9. Alterations including welding, cutting, drilling, machining, grinding, refinishing, or field-applied coatings or finishes.
10. Variations in color, texture, gloss level, weld appearance, fabrication marks, or other visual characteristics inherent in unfinished or factory-finished architectural metal products.
11. Damage caused by improper handling, installation, storage, or use of harsh cleaners, solvents, abrasives, acids, bleach, or other chemicals.
12. Rusting, oxidation, staining, or corrosion caused by exposure to moisture, humidity, condensation, salt air, standing water, coastal environments, or other corrosive conditions.
13. Corrosion resulting from contact with dissimilar metals, masonry dust, fertilizers, acids, cleaning compounds, or other corrosive substances.
14. Minor weld marks, grinding patterns, fabrication lines, dimensional tolerances, or slight deflection consistent with normal industry standards for fabricated architectural metal products.
15. Products installed in exterior applications or high-moisture environments unless expressly designated by Ekena Millwork for such use.

**Who Is Covered:** This warranty extends only to the original residential or commercial owner of the structure into which the product was originally installed 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 the product is installed on.

**Mitigation Statement:**

In accordance with applicable Texas law, the purchaser has a duty to mitigate damages. If a defect or issue is discovered, the purchaser must take reasonable and timely steps to prevent further damage, including ceasing use of the product, protecting it from additional exposure to weather or impact, and promptly notifying the manufacturer. Failure to take such steps may result in a reduction or denial of warranty coverage.



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## **SteelTek Shutter Hardware** Limited Lifetime Warranty

### **Governing Law:**

This warranty shall be governed by and construed in accordance with the laws of the State of Texas, without regard to its conflict of law principles. In the event of any dispute, claim, or controversy arising out of or relating to this warranty or the use of the product, the purchaser agrees to first attempt to resolve the matter through good faith mediation. Mediation shall take place in the State of Texas. If the parties are unable to resolve the dispute through mediation, either party may pursue other legal remedies available under Texas law, subject to the limitations described in this warranty.

### **Claims:**

Any claim under this warranty must be submitted in writing within thirty (30) days of discovery of the alleged defect and must include proof of purchase and photographs or other documentation reasonably requested by Ekena Millwork.

### **DISCLAIMER OF IMPLIED WARRANTIES:**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD STATED HEREIN. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

### **GENERAL PRODUCT NOTES**

- SteelTek brackets are designed for decorative and support applications including counter tops, shelving, mantels, and similar architectural installations.
- SteelTek brackets are inherently load-bearing products; however, suitability for any specific application, load requirement, substrate condition, fastening method, span, or building condition shall be determined solely by the installer, contractor, architect, engineer, or end user.
- Ekena Millwork does not provide project-specific engineering services, structural analysis, or installation design recommendations.
- Products must be installed in accordance with applicable building codes, accepted construction practices, and Ekena Millwork installation recommendations.
- Proper fastening into adequate structural framing or approved substrates is required. Installation into drywall alone, hollow materials, deteriorated framing, weak masonry, or other non-structural substrates may result in failure.
- Products should be inspected upon delivery and prior to installation. Installation of the product constitutes acceptance of the product's condition, finish, and appearance.
- Painted, powder-coated, raw steel, and stainless steel finishes may exhibit natural variations in color, gloss level, weld appearance, grinding patterns, fabrication marks, and other visual characteristics inherent to fabricated architectural metal products.
- Stainless steel products are corrosion-resistant but not corrosion-proof and may exhibit discoloration, staining, oxidation, or corrosion under certain environmental or chemical exposure conditions.
- SteelTek brackets are intended primarily for interior use unless specifically designated by Ekena Millwork for exterior applications.
- Exposure to moisture, humidity, salt air, standing water, coastal environments, chlorine, harsh chemicals, masonry dust, fertilizers, or contact with dissimilar metals may accelerate corrosion or finish deterioration.
- Periodic inspection, maintenance, and care may be required depending on the application and environment.
- Clean only with mild soap and water using non-abrasive materials. Harsh cleaners, solvents, acids, bleach, abrasives, or chemical cleaners may damage protective finishes.
- Slight movement or deflection under load may occur depending on bracket size, span, substrate conditions, and installation methods and shall not alone be considered a product defect.