



EKENA
MILLWORK

SteelTek Shutter Hardware Limited Lifetime Warranty

General: This express limited lifetime warranty covers performance of SteelTek shutter hardware 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 shutter hardware 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. Corrosion, rusting, oxidation, discoloration, weathering, finish deterioration, or other damage caused by exposure to salt air, coastal environments, salt-laden atmospheres, natural wood tannins, pressure-treated lumber chemicals, excessive moisture, standing water, or other corrosive environmental conditions.
8. Wear, deterioration, finish abrasion, loosening, binding, or other conditions resulting from normal operation or friction of moving components, including but not limited to hinges, pintels, straps, dogs, latches, or other operable hardware.
9. Corrosion, galvanic reaction, rusting, staining, or other deterioration caused by contact with dissimilar metals or incompatible materials, including but not limited to plain steel, galvanized steel, copper, brass, aluminum, masonry products, or chemically treated materials.
10. Corrosion, contamination, staining, or surface deterioration resulting from contact with steel tools, metal shavings, grinding dust, welding residue, ferrous particles, or other contaminants introduced during manufacturing, installation, construction, or maintenance activities.
11. Improper installation, fastening, anchoring, spacing, alignment, or use of inadequate substrates, fasteners, mounting surfaces, blocking, or structural support.
12. Sagging, bowing, warping, misalignment, binding, or improper operation of shutters or hardware caused by wall movement, settling, substrate irregularities, improper installation, inadequate hardware quantity or placement, oversized shutters, excessive shutter weight, or structural movement of the building.

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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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

- Only stainless steel fasteners and compatible mounting hardware should be used with SteelTek shutter hardware products. Use of non-stainless or incompatible fasteners may result in corrosion, staining, galvanic reactions, or premature hardware deterioration.
- Periodic inspection, cleaning, maintenance, and lubrication may be required depending on the application and environment. Clean only with stainless steel-compatible, non-abrasive cleaners and lubricants. Harsh chemicals, acids, bleach, abrasive cleaners, or incompatible maintenance products may damage finishes or accelerate corrosion.
- SteelTek shutter hardware may be used with a variety of shutter materials at the customer's sole discretion. Suitability of the hardware for any specific shutter material, size, weight, thickness, or application shall be determined solely by the installer, contractor, architect, or end user.
- Operable shutters must be properly sized, aligned, weighted, and installed for the selected hardware configuration. Oversized, improperly balanced, or improperly installed shutters may result in sagging, binding, improper operation, or hardware failure.
- An adequate quantity of hinges, pintels, fasteners, and support hardware must be used based on shutter size, weight, material, and installation conditions. Insufficient hardware or improper hardware spacing may result in improper operation or product failure.
- SteelTek shutter hardware is intended for decorative and operable shutter applications installed in accordance with accepted construction practices and applicable building codes.
- Operable shutters require adequate clearance from siding, trim, masonry, and surrounding surfaces to allow proper operation and drainage. Improper spacing or interference with adjacent surfaces may result in binding, finish wear, or hardware damage.
- Stainless steel products are corrosion-resistant but not corrosion-proof and may exhibit staining, oxidation, discoloration, or surface corrosion under certain environmental conditions or chemical exposures.
- Contact with pressure-treated lumber, cedar, redwood, oak, masonry products, fertilizers, salt, chlorine, bleach, acidic cleaners, or other corrosive substances may accelerate finish deterioration or corrosion.
- Products should be inspected upon delivery and prior to installation. Installation of the product constitutes acceptance of the product's condition, finish, and appearance.
- Slight movement, operational resistance, finish wear at pivot points, or minor metal-to-metal contact marks are normal characteristics of operable shutter hardware systems and shall not alone be considered manufacturing defects.