



SWITCHBACK CREEK
at Sun Peaks

ALUMINUM RAILINGS & VINYL DECKING

NU-VUE EXTERIORS LTD.

463 Dene Dr
Kamloops, BC V2H 1J1
Ph: 250-376-1632
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Submittal - Warranty & Maintenance



A&T Developments Inc.
#102 -1339 McGill Rd
Kamloops, BC V2C 6K7
Phone: 250-851-9292
Email : lindsay@aandt.ca

Date: 25-Sep-24

Job Location: Switchback Creek
7015 McGillvray Lake Dr

DESCRIPTION
Vinyl Membrane - DekSmart Products <i>Color: Sahara Beige</i>
Exterior Railing - Railcraft Aluminum

- ▶ Two-year workmanship warranty.
- ▶ Accredited Member of the Better Business Bureau since 1990.
- ▶ \$5,000,000 liability insurance.
- ▶ Fully covered under WorkSafe BC.
- ▶ Proudly serving Kamloops and area since 1985.



Signed: _____ Dave Eng

DekSmart Vinyl Decking Warranty

DekSmart Products Ltd. warrants all products distributed to be free of defects for a period as listed below from the original date of purchase, evidenced by proof of purchase.

This warranty specifically excludes damage caused by negligence, alteration, accident, improper installation, abuse, misuse, vandalism and acts of God. This warranty is also not applicable for problems arising from improper preparation of the sub-structure or the materials used in the construction of such surface. This include settling, warping and subfloor issues to which the DekSmart membrane is attached. Inspection will take place at the owners home or at the factory, at the distributor's discretion.

A recognized installer must install DekSmart Products using materials purchased from DekSmart Products Ltd., including all system components. The product must be installed onto new, unsealed plywood or new, unsealed concrete.

Waterproofing

If during the warranty period, said product should fail to perform the waterproofing function for which it was intended, DekSmart Products Ltd. will repair, or replace with the same (or similar) colour and grade of vinyl (see 'avoidance of doubt' section).

Waterproofing membranes often require a sealant (caulking) in certain areas. These sealants require an annual inspection and maintenance as required. The distributor shall not be responsible for damages arising from any sealant areas. Waterproofing membranes also require regular cleaning and maintenance - please refer to DekSmart Vinyl Cleaning Instructions.

Appearance

If during the warranty period said product demonstrates excessive fading, blotchiness, or other aesthetic shortcomings over and above what would be considered as natural aging, DekSmart Products Ltd. will repair, or replace said product with the same (or similar) colour and grade of vinyl (see 'avoidance of doubt section').

Avoidance of Doubt

For the avoidance of doubt, DekSmart 's responsibilities under this Warranty are as follows:

- a) If the problem occurs and is reported in writing to DekSmart Products within two (2) years of the installation date, the affected portion of the membrane (at DekSmart Products Ltd. discretion) will be replaced at DekSmart Products Ltd. expense.
- b) If the problem occurs and is reported in writing to DekSmart Products Ltd. after two (2) years and within five (5) or fifteen (15) years (as applicable) of the installation date, DekSmart Products Ltd. shall provide materials only for replacement and the customer will be responsible for the installation labour.

	<u>Waterproofing</u>	<u>Appearance</u>
DekSmart 'Excel' Vinyl Decking:	5 years	5 years
DekSmart 'Ultra RoofDek' Vinyl Decking:	15 years	5 years
DekSmart 'Smoothback' Vinyl Decking:	15 years	5 years

The installer is an independent contractor and not an agent of DekSmart Products Ltd. DekSmart Products Ltd. warrants only the vinyl itself. In the event of an installation related warranty issue, all required repairs are to be facilitated by the installer or installation company. This would include, but not limited to, the seaming and sealing of the product and use of the appropriate thickness of vinyl for specific applications.

All claims under this warranty must be in writing and directed to DekSmart Products Ltd., 364 Cherry Avenue, Penticton, B.C. V2A 3L7. Claims must include name, address, telephone number, and a brief description of the problem. A photograph of the defect should also be included. No agent, dealer, salesman or other person is authorized to change or modify this warranty and such changes will not be recognized by the distributor. This warranty herein sets forth the entire liability of and the exclusive remedy against the distributor. It shall not be liable for any other charges or incidental or consequential costs or damages incurred by the purchaser by reason of the occurrence of defects against which this warranty is made. This warranty hereby made is intended to be in lieu of any and all warranties expressed or implied or the merchantability or otherwise and no other warranties are made or implied.

Installation Company: _____

Company's Address/Telephone: _____

Home Builder (if applicable): _____

Date of Installation: _____ Product Installed: _____

Home Owner's Name: _____

Home Owner's Address/Telephone No.: _____

Signature - Company Rep.: _____ Date: _____

- Outsmart the Weather
with DekSmart Vinyl Products -



DekSmart Vinyl Decking Care & Cleaning Instructions

Sundeck Inspection

The only regular maintenance of your DekSmart Vinyl deck other than general cleaning is an annual inspection. This includes 2 major steps:

- Check all areas where sealants have been applied to areas where the decking membrane is in junction with the building, posts, columns, vents and drains. Often the areas where this sealant is applied will expand/contract, shrink or shift causing the sealant to crack, thereby breaking the seal.
- Check all seams to make sure there are no openings. Although unusual, seams can open allowing water to penetrate the vinyl deck. When discovered early, repairing seams is an easy repair.

Contact your DekSmart vinyl installer if repairs must be made.

General Cleaning

Your DekSmart vinyl deck should be cleaned a minimum of four times per year. More often if acid rain or airborne pollution are a problem in your area. A general cleaning of your deck surface consists of some warm soapy water and a stiff broom. Scrub the deck in a circular motion to loosen off any dirt, then spray the deck clean with a standard garden hose. For tough stains please consult these cleaning recommendations:

<u>Steps</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>Steps</u>	<u>1</u>	<u>2</u>	<u>3</u>
Chewing Gum	D	A	B	Rust	F	A	
Motor Oil	B			Spray Paint	B	E	
Mildew or Wet Leaves	C	A	B	Shoe Polish	D	B	E
Oil Base Paint (dried)	D	A	B	Oil Base Paint (fresh)	D	B	E
Tar/Asphalt	D	B	E	Lipstick	A	B	
Latex Paint	A	B	E	Crayon	D	B	
Ketchup	A	B		Grease	D	B	E
Ballpoint Ink	A	B	E	Household Soil	A	B	
Permanent Marker	B	C	E	Coffee, Tea, Chocolate	B		
Cedar	B			Urethane Caulking	D	G	A

- A: Diluted soapy water, soft brush, water - rinse then dry
 B: *Fantastik* spray cleaner or *Cascade* powdered dishwasher detergent/diluted (only a few minutes) water - rinse then dry
 C: One (1) tablespoon vinegar to one (1) quart water - rinse then dry
 D: Wipe or scrape off excess (chill gum with ice)
 E: Follow instructions of staining agent manufacturer
 F: Apply Naval Jelly, water - rinse then dry
 G: Rub on citrus based hand cleaner, wait 3 to 5 minutes, water - rinse then dry

Notes

1. Always test an unseen area of vinyl before cleaning stain.
2. All cleaning methods should be followed by a thorough rinse of water.
3. Avoid applying cleaners in direct hot sunshine.
4. Certain household cleaners, powdered abrasives, steel wool and industrial cleaners can cause damage and discoloration and are not recommended. These products will remove the top coat, UV inhibitors and printed pattern, thus damaging the sundeck.
5. Please be aware that some products such as suntan lotion and some permanent marker inks contain dyes that can cause permanent staining.

General Maintenance

Clean the aluminum components of the railing with warm soapy water using a sponge or soft cloth. Do not use abrasive cleaners that may scratch the railing. For stubborn stains consult your Railcraft representative.

Matching touch-up paint is also available by consulting your Railcraft representative.

If the product is installed within one (1) mile of a coastline, saltwater bay, or any area prone to saltwater spray, there are additional and specific maintenance requirements within the installation, care, and maintenance instructions, which apply. If the product is installed within one (1) mile of a coastline, saltwater bay, or any area prone to saltwater spray, Railcraft will have no obligations under this warranty unless the original owner signs and returns the attached warranty registration card to the dealer/distributor or manufacturer.

Railcraft Aluminum Railing Systems will require cleaning and caring for the exterior aluminum surfaces. Annual inspections are sufficient for most areas, however coastal areas have special requirements.



Coastal Maintenance

The salt and moisture in the air of such regions can create a damaging build-up of salt on the railing components. This damaging build-up requires monthly inspections of all railing components to detect and subsequently remove the harmful residue.

Upon detection of any salty build-up, monthly cleaning of the aluminum surface is required to regain the product's original look, quality and luster and to maintain its warranty eligibility.

Cleaning

For light cleaning, rinse with water from bottom to top and back to bottom. This will clean the surface on the way up and prevent the collection of dirty "run down" and possible streaking. Air dry or wipe dry with a soft, dry, lint-free cloth.

If light cleaning does not clean the debris, rinse the surface with clean water from top to bottom. Use a sponge and clean with mild soap and water. Immediately rinse any "run down" to lower parts of the building. Do not allow cleaning solutions to collect or "puddle" on surfaces. Immediately rinse with clean water. It is very important that cleaning solution does not dry on the surface. Air or wipe dry with a soft, dry cloth. For stubborn, water-soluble debris, repeat steps above until clean.

For a protective wax finish, apply a quality brand of car wax to the aluminum surface (follow wax manufacturer's application instructions)

For optimal cleaning, do not clean coated aluminum surfaces in direct sunlight or in temperatures too hot or too cold. Do not use abrasive cleaners that may scratch the cladding and avoid excessive rubbing or over-cleaning.



Schedule

Aluminum handrails and guardrails are intended to provide both safety and aesthetics for the life of the structure to which they are affixed. Ensuring fulfillment of these functions depends, to a large extent, on following some basic maintenance procedures.

Railcraft Aluminum Railing Systems recommends that the following actions be undertaken:

Railing should be hand washed with mild detergent and rinsed with clean water as needed. All screws should be checked every year for snugness. Caulking should be removed and replaced if showing signs of deterioration. If screws require replacing, replace them with appropriate fasteners.

Guardrails fastened to concrete decks should be inspected carefully on an annual basis at each plate for evidence of moisture leakage or loose connections.

Any evidence of these anomalies should be reported to your Railcraft dealer or technical representative for further action.

Mail: info@railcraft.com	Phone: 1.800.211.4884	f X @ in ✉
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RAILCRAFT INTERNATIONAL INC.

Limited Warranty

Railcraft's residential warranty certifies the **Railcraft** railing system to be free of defects in material and workmanship for a 20-year period from the original date of purchase, subject to terms and conditions on reverse. **Railcraft's** residential warranty also warrants the powder coat finish will not crack, chip, or peel for a period of 10-years from original date of purchase. Warranty claims are limited to repair or replacement of materials only (shipping and labor are excluded). **Railcraft's** warranty covers systems using stainless steel fastening systems only. Claims using cadmium or any other fastening systems will be considered at the discretion of **Railcraft International Inc.**

No agent, dealer, or sales person is authorized to change or modify this warranty. **Railcraft** will not recognize any such changes. **Railcraft** does not warrant the installation of its systems, nor the installation, serviceability, and/or performance of the structures to which these products are affixed. This warranty herein sets forth the entire liability of the exclusions against the manufacturer; it shall not be liable for any other charges or consequential costs or damages incurred by the purchaser by the occurrence or defects against which the warranty is made.

Residential, as referenced in this warranty, is defined as single-family detached housing and detached duplex housing. Rental properties and commercial properties do not qualify under this warranty. Consult your **Railcraft** representative for commercial warranty details, terms, and conditions.

This warranty gives you specific legal rights and you may also have other rights, which vary from province to province or state to state.

Railcraft International Inc. does not recommend or approve this product for all possible end-user applications. Your local code authority should be consulted regarding its safety and applicability for intended usage.



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AUTHORIZED DEALER

REGISTRATION OF WARRANTY

The purchaser must register the product warranty within thirty (30) days following the installation by contacting your **Railcraft** representative. If project not registered as directed, **Railcraft International Inc.** will have no obligation under this warranty. For warranties registered within one mile of a coastline, saltwater bay, or other area prone to saltwater spray, specific maintenance requirements must be followed in order for warranty to be valid. Refer to care and maintenance portion of this warranty to maintain warranty eligibility.

TRANSFER OF WARRANTY

This warranty is transferable by the original owner to any subsequent owner of the property provided **Railcraft** receives a written request of transfer and proof of original purchase within thirty (30) days from date of real estate transfer. Failure to request a transfer of warranty to the new owner will relieve **Railcraft** of any further obligation under this warranty.

WARRANTY CLAIMS

To initiate warranty claim, contact the dealer or distributor where you purchased your **Railcraft** product. If no corrective action has been taken within a reasonable time frame, call us at 1-800-211-4884, e-mail us at info@railcraft.com, or write us at **Railcraft International Inc.**, 13272 Comber Way, Surrey, B.C., Canada, V3W 5V9. Please (A) identify the project that is involved, original date of substantial completion, and original price if known, (B) describe the claimed defect (photographs/sketches are helpful), (C) identify yourself and those persons who you have already contacted and state what attempts have been made to correct the problem, (D) give address of where the defective product can be inspected, and (E) give contact information such as phone number, address, etc.

WARRANTY INSPECTIONS

Railcraft International Inc., at its discretion, will replace or repair any railing component(s) that fail to meet our warranty requirements after inspection by factory representative. The inspection will be conducted at the owner's residence or at **Railcraft's** manufacturing facility, which will be decided solely at the discretion of **Railcraft International Inc.**

WARRANTY REPLACEMENT PRODUCT

Railcraft International Inc. will repair or replace the originally supplied product at its option upon review and approval of such warranty claim. If **Railcraft** replaces material under this warranty, it may substitute products to be of compatible quality or price range in the event the product initially purchased has been discontinued. **Railcraft** will not be liable in the event the replacement material may vary slightly in color in comparison to the original product as a result of weathering. The replacement material will be covered under this warranty for the remaining period left in the original 20-year term (or 10-years for paint problems.)

LIMITATIONS

Railcraft's warranty excludes damage due to normal weathering, caulking, scratching, fading, corrosive atmospheric contaminants (e.g. chemical fumes, pollution, acid rain, salt), improper installation, misuse and abuse, natural disaster, and acts of war. Also excluded is the failure of the structure or substrate to which the **Railcraft** railing system is attached, as well as products not supplied by **Railcraft International Inc.** (i.e. glass, anchors, or fasteners).

See care and maintenance portion of this warranty for additional information and requirements for coverage of Railcraft products installed within one (1) mile of salt air coastal region..

Labor and shipping costs, including duty and brokerage (if applicable), will be the responsibility of the owner. Materials must not be returned to the factory without prior written authorization from **Railcraft International Inc.** Returned goods without prior written authorization shall be refused.

Railcraft International Inc.'s liability for corrective measures shall not exceed the current value of the replacement material only.

CARE AND MAINTENANCE

Clean the aluminum components of the rail with warm soapy water using a sponge or soft cloth. Do not use abrasive cleaners that may scratch the railing. For stubborn stains consult your **Railcraft** representative.

If the product is installed within one (1) mile of a coastline, saltwater bay, or any area prone to saltwater spray, there are additional and specific maintenance requirements within the installation, care, and maintenance instructions, which apply.

Care of exterior surfaces will require cleaning and caring for aluminum surfaces. Annual inspections are sufficient for most areas; however, coastal areas (areas located one mile from a coastline, saltwater bay, or any area prone to saltwater spray) require monthly inspections because of moisture in the air. Upon the detection of any salt buildup, monthly cleaning of the aluminum surface is required. Clean and care for aluminum products as follows:

For light cleaning:

Rinse with water from bottom to top and back to bottom. This will clean the surface on the way up and prevent the collection of dirty "run down" and possible streaking. Air dry or wipe dry with a soft, dry, lint-free cloth.

If light cleaning does not clean the debris: Rinse surface with clean water from top to bottom. Use a sponge and clean with mild soap and water. Immediately rinse any "run down" to lower parts of the building. Do not allow cleaning solutions to collect or "puddle" on surfaces. Immediately rinse thoroughly with clean water sponging while rinsing may be helpful; it is very important that cleaning solution does not dry on the surface). Air or wipe dry with a soft, dry cloth. For stubborn, water-soluble debris, repeat steps above until clean. Apply a quality brand of car wax to the aluminum surface for protective wax finish (follow wax manufacturer's instructions). For optimal cleaning, do not clean coated aluminum surfaces in direct sunlight or in temperatures too hot or too cold. Do not use abrasive cleaners that may scratch the cladding and avoid excessive rubbing or over-cleaning.

Recommended Maintenance Schedule

Aluminum handrails and guardrails are intended to provide both safety and aesthetics for the life of the structure to which they are affixed. Ensuring fulfillment of these functions depends, to a large extent, on following some simple, basic maintenance procedures. **Railcraft International Inc.** recommends that the following actions be undertaken:

1. Railing should be hand washed with mild detergent and rinsed with clean water as needed.
2. All screws should be checked every year for snugness. Caulking should be removed and replaced if showing signs of deterioration. If screws require replacing, replace with appropriate fasteners.
3. Guardrails fastened to concrete decks should be inspected carefully on an annual basis at each plate for evidence of moisture leakage or loose connections.

Any evidence of these anomalies should be reported to your **Railcraft** technical representative for further action.