



**KEY-LINK**  
FENCING & RAILING

**Lifetime Warranty**  
**Key-Link Fencing & Railing, Inc.**

## **1. Key-Link Fencing & Railing, Inc. Warranty:**

**Key-Link Fencing & Railing, Inc. warrants to the original property owner that its Aluminum products purchased, installed and/or used in the United States of America and Canada will be free from manufacturing defects as defined in the Lifetime Warranty subject to all the following conditions:**

### Residential Applications:

- 1.1. If during the lifetime of the original purchaser (and as long as the original purchaser is still living and retains ownership of the property) following installation of the Product manifests signs of splitting, cracking, a discoloration due to normal weathering measuring greater than a 5 (five) delta E color units as confirmed by industry standard, rot, termite attack, corrosion and if, after examination upon receipt by manufacturer of the alleged defective product, it is determined by Key-Link Fencing & Railing, Inc. that the aforementioned damage is caused by, or results from, defective manufacture of the Product, then, at its sole discretion, Key-Link Fencing & Railing, Inc. will either refund or replace the defective material.
- 1.2. 5 Year Prorated Labor Warranty: Installation costs from the defective products described in #1.1 above will be included on a prorated basis during the first five years after the installation. 100% of normal, reasonable labor costs will be included during the first year, 80% during year two, 60% during year three, 40% during year four, 20% during year five and no labor warranty after year five. If replacement of these products is required during this five-year period, Key-Link Fencing & Railing, Inc. reserves the right to use its own workforce to perform the replacement at its sole discretion.
- 1.3. The lifetime coverage offered by this warranty automatically ends upon the sale of the property or death of the last of the original owners of the property at the time of installation.

### Non-Residential Applications:

- 1.4. For any non-residential installations, such as but not limited to multi-family and mixed-use, student housing, religious, commercial, and governmental entities, Key-Link limits the length of warranty coverage to 20 (twenty) years on Product, and 2 (two) years on labor from the purchase date of said non-residential installation.
- 1.5. 2 (two) Year Prorated Labor Warranty: Installation costs from the defective products described in #1.1 above will be included on a prorated basis during the first 2 (two) years after the installation. 100% of normal, reasonable labor costs will be included during the first year, 50% during year 2 (two) and no labor warranty after year 2 (two). If replacement of these products is required during this 2-year period, Key-Link Fencing & Railing, Inc. reserves the right to use its own workforce to perform the replacement at its sole discretion.

## **2. Exclusions:**

**Key-Link Fencing & Railing, Inc. Lifetime Warranty expressly excludes the following:**

- 2.1. Unsatisfactory Product performance including splitting, cracking, surface peeling, rot, termite attack, and/or corrosion caused by or resulting from failure to comply with Key-Link Fencing & Railing Inc. installation instructions and/or otherwise resulting from faulty installation of the Product.
- 2.2. Product failure, including splitting, cracking, surface peeling, rot, termite attack and/or corrosion due to impact from any failure or unsatisfactory performance resulting from misuse of or failure to maintain the Product and any damage attributable to fire or other casualty, including, without limitation, acts of God, or exposure to environmental pollutants and chemicals.
- 2.3. Product failure, including splitting, cracking, surface peeling, rot, termite attack and/or corrosion resulting from movement and/or collapse of the ground or structure on which the Product is installed.
- 2.4. Warranty coverage after 10 years from the date of first purchase for installations located within one (1) mile of coastal salt water.
- 2.5. Product failure, including splitting, cracking, surface peeling, rot and/or corrosion within one (1) mile of a brackish or saltwater body of water, unless purchaser's original installation included the Key-Link coastal upgrade finish application, and purchaser then followed the specific cleaning and maintenance procedures found in the Resources section of [www.keylinkonline.com](http://www.keylinkonline.com).
- 2.6. Product failure, including splitting, cracking, surface peeling, rot and/or corrosion arising from hazardous materials or cleaning agents that are not recommended by Key-Link, such as, but not limited to, chlorine or pool cleaning agents. Key-Link recommends specific cleaning products and procedures found in the Resources section of [www.keylinkonline.com](http://www.keylinkonline.com).
- 2.7. Product failure or fading of original color, including splitting, cracking, surface peeling, rot and/or corrosion due to application or alteration

of the products by paints, chemicals, or other substances not explicitly approved by Key-Link Fencing & Railing, Inc.

- 2.8. Fading of original color due to misuse or conditions associated with natural weathering processes (a discoloration due to normal weathering measuring less than a delta E of 5 color units as confirmed by an industry standard color measurement device).
- 2.9. Key-Link Fencing & Railing, Inc. Lifetime Warranty is void if the Product is purchased, installed and/or used outside the United States of America or Canada.
- 2.10. Key-Link Fencing & Railing, Inc. warrants only those products which they have manufactured or fabricated.

**3. Registration and Claim Procedure:**

**All claims of alleged Product defects shall be submitted in writing within thirty (30) days of discovery of the alleged defect.**

- 3.1. Claims shall be submitted online at [keylinkonline.com/warranty-claim/](http://keylinkonline.com/warranty-claim/) or via email to [claims@superiorplastic.net](mailto:claims@superiorplastic.net) or via mail to Key-Link Fencing & Railing, Inc., Customer Service, PO Box 185, New Holland, PA 17557.
- 3.2. No warranty claims shall be honored without presentation of this written contract and purchaser's material invoice. This warranty and the rights created herein are not transferable by the original purchaser of the Product.

THIS WARRANTY STATES THE ENTIRE LIABILITY OF KEY-LINK FENCING & RAILING, INC. WITH RESPECT TO THE PRODUCTS NAMED ABOVE. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE IS SPECIFICALLY EXCLUDED AND DISCLAIMED BY KEY-LINK FENCING & RAILING, INC. UNDER NO CIRCUMSTANCES WILL KEY-LINK FENCING & RAILING, INC. BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF NEGLIGENCE, BREACH OF THIS WARRANTY, OR ANY IMPLIED WARRANTY, AND SUCH DAMAGES ARE SPECIFICALLY EXCLUDED FROM THIS WARRANTY.

**To register your warranty online, please visit:  
[keylinkonline.com/warrantyregistration](http://keylinkonline.com/warrantyregistration)**

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**Certification of Installation of Key-Link Fencing & Railing, Inc. Products**

(This form is to either be completed online at the website above OR mailed by the property owner to Key-Link Fencing & Railing, Inc. within thirty (30) days of installation of Key-Link Fencing & Railing, Inc. Aluminum products.)

Product Installed: \_\_\_\_\_ Color: \_\_\_\_\_  
Property Owner Signature: \_\_\_\_\_ Date Installed: \_\_\_\_\_  
Owner's Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Date: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_ Zip Code \_\_\_\_\_  
Preferred Email: \_\_\_\_\_

This will certify that Key-Link Fencing & Railing, Inc. products have been installed on the property listed above and that the person(s) whose name(s) appear(s) above is/are entitled to all benefits listed in Key-Link Fencing & Railing, Inc.'s Lifetime Warranty.

Installer's Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Date: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_ Zip Code \_\_\_\_\_  
Dealer's Firm Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Date: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_ Zip Code \_\_\_\_\_

**To register your warranty online, please visit: [keylinkonline.com/warrantyregistration](http://keylinkonline.com/warrantyregistration)**

**For your records:**

Original Purchaser: \_\_\_\_\_  
Product Installed: \_\_\_\_\_ Color: \_\_\_\_\_  
Address where product was installed: \_\_\_\_\_  
Installer: \_\_\_\_\_