

IG Railing® offers a 25-year, 10-year and 1-year product warranty from date of purchase depending on component.

Limitations: IG Railing does not cover any defects caused by acts of God such as: tornado, hail, hurricane, earthquake, flood, lightning, fire or storm damage. Damage caused by air pollution, mildew, or harmful chemicals including but not limited to salt. Harmful chemicals may also cause discoloration and should not be used to clean any Illuminated Balustrade products. Damage caused by foreign objects, any abuse or misuse, improper handling during transportation, or improper damaged caused by incorrect installation will not be covered for this warranty. Misuse of the product will not be covered. Labor and installation costs are not covered costs related to any warranty.

Care Instructions: All IG Railing products should be cleaned on a regular basis, failure to carry out correct cleaning maintenance may result in discoloration or staining depending on the environment. Recommended cleaning should be carried out four (4) times a year, every three (3) months. Warm soapy water and soft cloth or squeegee should be used when cleaning IG Railing products.

DO NOT – Use high pressure power wash to clean powder or PVDF coated hardware.

HARDWARE – 25-Year + 10-Year coating

- 25-year coverage against cracking, splitting, or disfiguring of hardware.
- 10- year no excess color fade – color fade on all exterior products is a normal occurrence. Excess color fade is defined by change in color greater than five (5) deltas across 10 years.

Coated Hardware Product Warranty Period:

- Years: 0-5 100% product replacement.
- Years: 6-10 50% product value refund or replacement.

GLASS

- 10 Year warranty against self - breakage or discoloration with basic maintenance described under Care Instructions.

LIGHTING KITS

- IG Railing lighting kits come with a 12-month replacement warranty.
- This does not include LED light bulbs or RGB Wheel Remote Control.
- Spare LED light bulbs and RGB controllers can be purchased separately.
- Cutting or splitting any cables will void the warranty.
- Failure to seal unused light junctions may cause water damage and voids warranty.

TERMS & CONDITIONS

- A claim shall only be initiated if proof of purchase and ownership is forwarded prior to the expiration of the warranty period by certified mail or email return receipt requested to:

Illuminated Balustrade Australia.

17 Balmoral Court, Frankston South, VIC, 3199.

Australia.

Email – mark@igrailing.com

- Upon approval of valid claim, product replacement or refund will be sole means of compensation.