



Tuscan Manufacturing, LP

Limited Lifetime Warranty

Version 1.1

Date of Purchase: _____ Product Registered to: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Email: _____

Products Purchased: _____

Place of Purchase Info: _____

Installer Contact Info: _____

Signature: _____ Are you Satisfied With Your Purchase? YES NO

Tuscan Manufacturing, LP warrants its vinyl and vinyl/composite railing, porch post and handrail products subject to the conditions and limitations listed herein, to be free from defective workmanship and materials, and when subject to normal and proper use, it is further warranted against surface peeling, rot, ground insects, splitting, corrosion, flaking, rusting and blistering, abnormal weathering or abnormal discoloration under conditions of normal use and service.

Tuscan Manufacturing, LP warrants only those products manufactured and sold under the Tuscan Manufacturing, LP name. This Limited Lifetime Warranty extends only to the original purchaser according to terms specified herein.

Exclusions:

Tuscan Manufacturing, LP, (Tuscan Mfg) shall not be liable for and this warranty does not apply to any terms, failure, defect or damage resulting from or connected with the following:

- A. defects not caused by Tuscan Mfg (for example, but not limited to: accidents, misuse, improper applications or installations contrary to industry or Tuscan Mfg standards)
- B. product that has been painted or had its surface treated with other than approved chemicals
 - Refer to Tuscan Mfg Maintenance Tips and Cleaning
- C. product subject to impact of foreign objects, tornado, hurricane, other violent storms, fire, air pollutants, normal weathering of surfaces, abnormal discoloration due to improper maintenance, discontinuation of products including colors or any other acts of God
- D. improper installation of Tuscan Mfg products or defects caused by their installation
- E. Tuscan Manufacturing, LP Limited Lifetime Warranty will not be applicable for products that are covered by a specific and separate warranty or duration
- F. installation of products in a commercial, institutional or multi-family residential environment or application shall limit the duration of this coverage to 20 years from date of purchase
- G. products sold, shipped or installed in single dwelling residence outside of the Continental United States shall have a limited duration of this coverage to 30 years from date of purchase

P.O. Box 185 • Landisville, PA 17538

 **Toll Free: 800.500.8778** • **Fax: 717-653-1749** 

Warning:

Tuscan Manufacturing, LP employees, distributors and dealers are not qualified to approve, recommend or advise as the suitability of this product for all possible local code requirements and end use applications. Your local code authority or fire marshal's office should be consulted as to its safety for its intended uses. Like other building materials, Tuscan Manufacturing, LP cannot be expected to contain spirited large stock animals, and therefore suggest additional measures using hot or tape wire as a deterrent and further makes no representation about and does not warrant against such an occurrence.

Registration of Warranty:

Warranty Registration may be accomplished by the original purchaser or contractor by filling out this document completely. The completed and signed warranty registration is then to be returned and faxed to Tuscan Mfg at **717-653-1749** within thirty (30) days after completion of installation of products in order for purchaser to be eligible for coverage under this warranty. NOTE: PROOF OF PURCHASE IS NECESSARY TO EXERCISE CLAIMS AND REMEDIES FOR ANY OCCASION. Please maintain copy for your records.

Claims and Remedies:

A claim under this warranty must be reported in writing with proof of purchase, to Tuscan Manufacturing, LP, PO Box 185, Landisville, PA 17538, within thirty (30) days of the date that the defect is first discovered or reasonably could be discovered. A reasonable time should be allowed for inspection purposes, or at Tuscan Mfg option, shipment of a sample to the above address for examination of the alleged defective product. Tuscan Manufacturing, LP shall be the sole judge of whether or not the material is defective and whether the defect is due to manufacturing defects. If, after its inspection, Tuscan Mfg determines the claim is in accordance with the terms of this Limited Warranty, Tuscan Mfg agrees at its option to replace the section or part of the product, or refund the prevailing cost of the product in your geographical area at the time of replacement or the original purchase price, whichever shall be less. This warranty does not cover the cost of removal of any defective products or the cost of installation of any replacement product furnished under the terms of the warranty. Incidental or consequential damages and resulting cost incurred as a result of a coverage claim are excluded and will not be paid. Statements, remarks, agreements, representations, promises or understandings, oral or written, contrary to the terms contained herein, even those made by an agent of Tuscan Manufacturing, LP, will be recognized as neither implied warranties nor those of merchantability or fitness for use of specific applications. Some states may not allow the limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so some or many of the limitations may not apply to you. This warranty gives specific rights and there may also be other legal rights which vary from state to state. By acceptance and use of this product, purchaser agrees, that Tuscan Manufacturing, LP liability and the purchaser's exclusive remedy for breach of any warranty shall be limited in all events to replacement of any section or part of this product which is found to be defective and shall be returned to Tuscan Manufacturing, LP.

Maintenance Tips for Tuscan Manufacturing Products:


Tuscan Mfg systems require minimal maintenance; your product will become dirty just as any other product exposed to atmospheric conditions. With very little effort you can keep your building products clean. A heavy rain will do wonders in cleaning it, or you can wash it down with an ordinary garden hose. If neither rain nor hosing does a satisfactory job, just follow these easy instructions:

Normal Maintenance: Use an ordinary, long handled car washing brush. This type brush has soft bristles, and the handle fastens onto the end of your hose, which allows you to wash the building products just like you wash your car. If the dirt is hard to remove, such as soot and grime found in industrial areas, wipe down vinyl products with the following solution: 1 cup of "Simple Green" and 1 gallon of water, (if extremely dirty mix solution 1/2 and 1/2). This solution can be put in a spray bottle and sprayed on, then wiped immediately with a soft cloth, or mix 1/3 cup powdered detergent (i.e. Tide or equivalent powder detergent) or 2/3 cup household cleaner (i.e. Spic and Span or equivalent)* and 1 gallon of water.

If stubborn stains still exist, use the following chart. Follow all safety and precautionary labeling instructions on the container and do not to mix cleaning agents. Protect shrubs from direct contact with cleaning agents.

| Type of Stain | Cleaning Agent | Preparation | Special Cleaning Procedures |
|---|--|---|--|
| Oil, grease, wax, crayon, asphalt, tars, etc. | Solvents - Mineral Spirits, VMP naphtha, auto tar remover. | Remove excess with a plastic scraper. | Use a soft cloth to apply mineral spirits. Avoid polishing stained areas by using too much pressure. After removing stain, rinse with water. |
| Inks, nail polish, paint, lipstick and gum. | Cleaning fluid (trichloreethylene) | Remove excess with plastic scraper. Chill gum to remove excess. | Use soft cloth to apply cleaning fluid. Avoid using too much pressure. After removing stain, rinse area with water. |
| Stubborn stains. | Xylene-lacquer thinner | Try above procedures. If they fail to remove stain use this special cleaning procedure. | Dampen small section of cloth with xylene, rub vigorously. |

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