



## New Horizon Shutters Comprehensive Lifetime Warranty

At New Horizon Shutters, we take great pride in the quality and workmanship of our shutter systems and are pleased to offer you the following Comprehensive Lifetime Warranty on our Classic, Deep South and West Indies lines. This warranty covers materials and labor from the date of purchase at no additional cost to you.

New Horizon shutters are warranted to be free of defects in materials that may unreasonably affect their performance in normal use. This warranty is to the original purchaser for as long as they own and occupy the structure.

### **Construction & Materials – Lifetime**

New Horizon Shutters warrants its Classic, Deep South and West Indies lines of shutters (including Impact Rated) are free from manufacturing defects which result in cracking, splitting, rotting and excessive warping under normal weather conditions.

### **Paint – Lifetime**

New Horizon Shutters warrants its factory applied paint finish on its Classic, Deep South and West Indies lines of shutters (including Impact Rated) will not peel, flake, crack, blister or exhibit excessive loss of pigmentation.

### **Hardware – Lifetime**

New Horizon Shutters warrants supplied hardware and fasteners are free from manufacturing defects which result in premature failure, unusual finish degradation or wear.

\*See second page for care and maintenance instructions.

### **EXCLUSIONS**

The following items are not covered in this warranty under any preceding sections:

- Improper installation, use or maintenance by the Original Purchaser, his agents, assigns or invitees.
- New Horizon Shutters (NHS) and industry tolerances and variations
- Failures due to product modifications, physical abuse or usage outside of the product's original intended purpose
- Normal wear and tear
- Deterioration of finish caused by un-approved detergents or solvents
- Damages caused by improper cleaning including but not limited to pressure washing and brushing
- Damages caused by acid rain, industrial fallout, or other environmental effects
- Stresses caused by building defects or settlement or movement to the structure on which it is installed
- Incidental or consequential damage
- Damage caused by vandalism, fire, floods, wind or other "acts of God" including but not limited to earthquakes, hurricanes and tornados.
- Any costs associated with the removal or reinstallation of shutters
- Misalignment, movement or temporary bowing do to diurnal variations of temperature which are inherent to materials used

### **LIMITATION OF REMEDIES**

To maintain this warranty, the shutter system must be kept free from harmful foreign substances. Normal weather conditions usually would dictate cleaning of shutters annually. Environments exposed to harsh conditions such as salt air or high humidity require more frequent and additional maintenance. Gradual loss of gloss and pigmentation due to prolonged exposure to sunlight is not considered a defect. Paint performance and surface variations which meet or exceed industry and NHS standards are not considered reasonable cause for repair or replacement.

NHS, at its option, may choose to repair, rebuild or replace any shutters deemed eligible for warranty work. If necessary, these repaired/replacement shutters will be recoated only in the original color specified at the time of purchase. New Horizon Shutters is not responsible for correcting paint color of repaired/replacement shutters to account for natural wear and pigmentation loss of original shutters. If 'fade matching' is requested, there will be additional charges incurred.

NHS offers a wide variety of hardware made from various materials, each having its own level of corrosion resistance. Corrosion is greatly related to environmental conditions and can be hastened by conditions such as salt spray / fog, poor air quality, wind driven sand etc. Corrosion at a reasonable rate for a given material and environment is to be expected and does not constitute a defect.

NHS reserves the right to discontinue or change any product it manufactures and guarantees without notice and without incurring an obligation to incorporate them on products previously manufactured. If a part or component of the product originally installed is not available and NHS determines to make replacement, NHS shall have the right to substitute such part or component designated by NHS to be of equal quality and price.

Settlements covered by this warranty do not, under any circumstances, give the purchaser the right to delay or suspend payments on balances owed to the manufacturer. If this occurs, the warranty shall become invalid.

Any claim must be made in writing and postmarked within 30 days of defect discovery. NHS will respond to all warranty claims in a timely fashion, not to exceed 60 days from the date of receipt of warranty request. NHS will not be responsible for any repairs made by non authorized factory representatives. Any person seeking warranty claims from NHS shall bear the burden of proving eligibility such as but not limited to original purchase documentation and date.

All warranty claims must be approved by the New Horizon Shutters Claims Dept. Any shutters that have been approved for warranty work must have all hardware removed and be packaged and shipped

in such a way as to prevent further damage. All costs associated with shipping are the responsibility of the purchaser.

NHS is the sole "decision maker" on the warranty and reserves the sole right to determine whether a defect is the result of product failure or abuse. This warranty shall be void, if in NHS's judgment, the product was subjected abuse, misuse, neglect or any other condition mentioned herein.

This express warranty is in lieu of all implied warranties and all other obligations or liabilities on the manufacture's part including merchantability and fitness from a particular purpose. NHS neither assumes, nor authorizes any other person to assume for the manufacturer, another liability in connection with the sale of the product. The warranties as described herein are the exclusive remedies for breach. NHS makes no warranty whatsoever with respect to accessories or parts not supplied by the manufacturer. New Horizon Shutters excludes and will not pay for incidental or consequential damages and its liability will in all instances be limited to repair or replacement of the defective product.

This Comprehensive Lifetime Warranty is for all afore mentioned shutter systems sold after August 1, 2008.

## Care and Maintenance

New Horizon Shutters uses premium materials and superior workmanship, giving you the best shutters available. Proper usage, cleaning and maintenance will ensure your shutters keep their 'like new' appearance for years to come.

**Cleaning** – The factory applied semi-gloss finish hides dirt extremely well and is very easy to clean. Most cleaning can be accomplished by simply spraying the shutters with a common garden hose. If shutters are more heavily soiled, mild detergents like dish soap, car washing liquid or diluted Oxiclean™ can be used with a soft automotive style brush. **DO NOT USE:** harsh cleaners such as Formula 409™, bleach, ammonia etc. or stiff bristle brushes, scouring pads or other abrasives. Pressure washing can be utilized however great care must be taken. If a home-use pressure washer is used, use only a #25 tip or higher, do not dwell in one spot and keep the tip at least 12-18 inches away from the surface. If a professional washing service is used, be sure they do not use harsh chemicals, high temperature or extreme pressures. Failing to follow any of these recommendations will cause severe shutter damage.

**Maintenance** – Unlike wood shutters that require frequent painting and repairs, our high performance composite shutters are designed to provide a lifetime of maintenance free use. If the shutters incur minor scratches from normal wear and tear they can be touched up with supplied touch up paint. See mixing and painting instructions included with the touch up paint kit for more information. If a color change is desired or severe damage / heavy scratching occurs, several options are available: Contact a local reputable painting professional, contact your local distributor to see if they have a preferred local professional, or contact New Horizon directly and ask for a factory refurbishing quote.



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