

S.T.A.R. Limited Lifetime Warranty

STAR System International Ltd. (Seller) warrants that the aluminum products supplied will be free of material defects and workmanship that significantly impair their operation and proper usage.

This limited lifetime warranty offers a lifetime warranty against substantial coating failures resulting in severe chipping, cracking and peeling of the powder coated finish. This warranty is subject to the terms and conditions in the bold underlined paragraph below. This warranty is applicable on residential applications to the original property owner. The owner will have 30 days to complete the on-line registration for the warranty to be valid

This warranty specifically excludes, but not limited to, damage caused by negligence, alteration, accident, improper installation, abuse, misuse, vandalism and acts of god. The manufacturer, at its discretion, may repair or replace a railing that fails to conform to its warranty after inspection by an authorized company representative. Inspection will take place at the owner's location or at the factory, this at the manufacturer's discretion. All charges or expenses for removal, shipping and installation are the responsibility of the purchaser. This warranty is not transferable.

This limited lifetime warranty applies only to living entities. Non-living entities shall include but are not limited to governments, municipalities, corporations and commercial operations. All non-living entities shall receive a 20 year limited warranty from the date of purchase.

The powder coated product finishes are engineered to meet or exceed the performance requirements on color and gloss retention set forth in the "Voluntary Specification, Performance Requirements and Test Procedures for Superior Performing Organic Coatings on Aluminum Extrusions and Panels" - American Architectural Manufacturers Association (AAMA 2604). This specification calls for Florida exposure blistering south of latitude 27° North at a 45° angle facing south for a minimum of five (5) years with a minimum of 30% gloss retention (ASTM 523) and a maximum AE color change of 5.0 units ASTM D2244. The recommended procedures stated in AAMA 2604, and all other written specifications including maintenance and cleaning procedure, must be met.

Products installed within 1 mile of a saltwater environment do not qualify for the STAR System International Ltd limited lifetime warranty. Consult with STAR System International Ltd if additional information is required

The warranty and remedies are conditioned upon (a) proper maintenance of Products, and (b) Owner keeping accurate and complete records of operation and maintenance during the warranty period and providing Seller access to those records, and (c) modification or repair of Products or Services only as authorized by Seller in writing, and (d) registration of warranty. The coated Metal must be a surface on which no standing water accumulates for an exterior architectural aluminum extrusion or other building product. Failure to meet any such conditions renders the warranty null and void. Seller is not responsible for normal wear and tear.

All claims under this warranty must be directed to:

STAR System International, Ltd.
7465 Conway Avenue
Burnaby, BC, Canada, V5E 2P7
[800-661-2773](tel:800-661-2773)
warranty@starrail.com

Claims must include name, address and telephone number (e-mail address -optional). A description of the problem and photograph of the defect should be included. Claims must be submitted within 30 days of discovering the claimed defect. The original purchaser must provide proof of purchase upon request. This warranty is effect or product purchased after January 15, 2023

No agent, dealer, salesperson, or other person is authorized to change this warranty and such changes will not be recognized by the manufacturer.
