



Lifetime Warranty Product Information

Thank you for your time!

Whether you are considering a purchase or have already invested in one of our products, this information will be important to you.

At New England Arbors, we believe that people who make a significant investment in their satisfaction should get a guarantee that our products will perform as promised. We also feel that whenever possible, we should go above and beyond industry standards and your expectations to ensure your complete satisfaction.

In other words, when you are happy, so are we. When you are unhappy, we're miserable.

Check out our products on our website. Read our online reviews through any of our many resellers. Let us know how we can help you out. We welcome your feedback, your photos and your ideas—that's how we've stayed in business for so long.

Thanks again,

Sincerely,

A handwritten signature in blue ink, appearing to read "Ken Machan".

Ken Machan
President and Co-Founder



FAQs

What does your lifetime warranty cover?

Our warranty covers any defects in material and workmanship.

How long is your warranty effective?

Our warranty is effective for the lifetime of the original owner of the real estate upon which this product is used.

Who can make a claim?

Only the original purchasing owner can make a claim. Proof of purchase may be requested, if New England Arbors is unable to confirm your purchase in our records.. This warranty is not transferable.

How does the original purchasing owner make a claim?

It's easy! Please call us at **1-800-282-9346** or email info@newenglandarbors.com in North America or **(44) 2038 687160** in the UK.

How will New England Arbors handle a claim?

When our material and/or workmanship are found to be defective, New England Arbors will, at our discretion, either replace the defective material or refund the product. Labour, installation and any similar costs are excluded specifically, and shall not be paid by New England Arbors in any event.

What is not covered by your lifetime warranty?

There are only a few (less than ten) things that this warranty doesn't cover. They include:

1. Damage caused by failure to comply with New England Arbors installation guidelines, by faulty installation, improper application or being in violation of codes or restrictions.

2. Damage attributable to fire, violent storms, earthquake, ground movement or any other casualties; or to exposure of atmospheric pollutants or conditions other than natural weathering processes.
3. Damage or discolouration due to misuse, abuse, improper storage, impact of objects or to the alteration of the product by applied heat or welding, by contact with solvents, epoxies, paints, chemicals or other substances; or by other physical or material alterations.
4. Colour fading that occurs over time due to normal weathering (especially true for our composite wood/vinyl structures)
5. Any materials not manufactured or supplied by New England Arbors.
6. Cost of installation, removal, labour, freight and similar related costs.
7. Any incidental or consequential damages.

Are there any other considerations?

The manufacturer of this product does not recommend or approve this product for all possible end use applications. Your local Code Authority should be consulted regarding its safety and applicability for intended use.

This warranty gives you specific and legal rights, and you may also have other rights which may vary from state to state or province to province.

More legal stuff:

The warranty statements contained in this limited warranty set forth the only express warranties extended by New England Arbors for its products. The provisions of this warranty shall constitute the entire liability of New England Arbor, and the property owner exclusive remedy for breach of the warranty. New England Arbors disclaims any implied warranty or merchantability or fitness for any particular purpose.



Maintenance Tips

We have created structures that are virtually **maintenance-free**. However, our products will become dirty as any other product exposed to atmospheric conditions. 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.

1. Use an ordinary, long-handled car washing brush. This type of brush has soft bristles, and the handle fastens on to the end of your hose, which allows you to wash the product just like you would wash your car. Avoid using stiff-bristled brushes.
2. If the dirt is hard to remove, such as soot grime found in industrial areas, wipe down the product with the following solution: 1 cup of "Simple Green" and 1 gallon of water (if extremely dirty, mix solution half and half). This solution can be put into a spray bottle & sprayed on, then wipe immediately with a soft cloth. Or mix 1/3 cup powdered detergent, 2/3 cup household cleaner and 1 gallon of water.
3. If stubborn stains exist, use the following chart. Follow the precautionary labeling on the container. Protect plant life from contact with cleaning agents.

Stain Removal

Stain Type	Oils, Greases, Wax, Crayon, Asphalt, etc.	Inks, Nail Polish, Paint, Lipstick, Gum	Stubborn Stains
Cleaning Agent	Solvents: Mineral Spirits, VMP, Naptha Auto Tar Remover	Cleaning Fluid (Trichloroethylene)	Xylene-Lacquer Thinner
Preparation	Remove excess with plastic or wood scraper	Remove excess with plastic or wood scraper. For gum, chill it to remove excess.	Try procedures as indicated in the two previous stains. If they fail to remove stains, use this procedure.
Special Cleaning	Use soft cloth to apply mineral spirits. Avoid polishing stained areas by using too much pressure. After removing stain, rinse area with water.	Use soft cloth to apply cleaning fluid. Avoid using too much pressure. After removing stain, rinse area with water.	Dampen small section of cloth with xylene, rub vigorously in conjunction with using a power washer.