

**IMPORTANT! FILL OUT AND MAIL WITHIN 10 DAYS  
OF PURCHASE TO REGISTER YOUR WARRANTY.**

# 20 Year Limited Product Warranty

Type of New England Arbors® Product

Arbor  Trellis  Other \_\_\_\_\_

Total Cost of Order \$ \_\_\_\_\_

Are you satisfied with your product? Yes  No

Comments & Suggestions \_\_\_\_\_  
\_\_\_\_\_

Can we have permission to reprint your comments in our  
advertising? Yes  No

*(Please tear out along dotted line.)*



**New England®**  
Arbors  
Leadership by Design

*Thank You For Your Order!*



**New England®**  
Arbors  
Leadership by Design

Dear Customer,

Thank you for your business.

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 our warranty to ensure complete customer satisfaction. In other words, when our customers are happy, we're happy. When our customers are unhappy, we're miserable. Our goal is not to just meet your expectations, but to far exceed them.

That's why we like to know what people (like you), are thinking and feeling about their New England Arbors experience; what you like about us and what you think needs a little work. We welcome your suggestions, photos and comments - it's how we get a lot of our best ideas.

Thanks again.

Sincerely,

A handwritten signature in blue ink that reads "Ken Machan".

Ken Machan  
President & Co-Founder

**What does the warranty cover?**

- Any defects in materials and workmanship.

**How long will the warranty be effective?**

- For 20 years of the original owner of the real estate upon which this product is used.

**Who can make a claim?**

- Only the original purchasing owner. Proof of purchase must be provided. This warranty is not transferable.

**How does the Purchaser make a claim under the warranty?**

- Within 30 days of discovery of claimed defect, please report in writing with proof of purchase & pictures to New England Arbors® (Customer Service Dept.), 211 Campbell St., Sarnia, ON Canada N7T 2G6.

**How will New England Arbors® handle a claim?**

- If materials or manufacturing workmanship are found to be defective, New England Arbors® will at it's sole 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 this warranty?**

- Damage caused by failure to comply with New England Arbors® installation guidelines, by faulty installation, improper application, or in violation of codes or restrictions.
- 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.
- 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.
- Colour fading that occurs over time due to normal weathering.
- Any materials not manufactured or supplied by New England Arbors®.
- Cost of installation, removal, labour, freight and similar related costs.
- 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 it's safety and applicability for intended usage.
- 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.

**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 Arbors®, 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.**

# Warranty Registration & Validation

IMPORTANT! FILL OUT AND MAIL WITHIN 10 DAYS OF PURCHASE TO REGISTER YOUR WARRANTY.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Purchased From \_\_\_\_\_

City \_\_\_\_\_



*(Please read and fill out back.)*

## Maintenance Tips

**New England Arbors® offers you a virtually maintenance-free product. 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 onto the end of your hose, which allows you to wash the product just like you 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 1/2 and 1/2). 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 water.
3. If stubborn stains exist, use the following chart. Follow the precautionary labeling on the container. Protect shrubs 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, V.M.P. naphtha auto tar remover.	Cleaning Fluid (trichloroethylene)	Xylene-Lacquer Thinner
Preparation	Remove excess with plastic or wood scraper.	Remove excess with plastic or wood scraper. Chill gum to remove excess.	Try procedures as indicated in the two previous stains. If they fail to remove stain 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 powerwasher.