



Sustainable **Architectural** Elements

## CARE FOR POWDER COATED PRODUCTS

Aluminum surfaces need to be maintained properly to optimize the appearance and performance of the coating during the product life. Coating maintenance involves regular monitoring, cleaning, and damage repair. Surface cleaning removes accumulated materials that can affect the appearance or undermine the integrity of the coating.

It is important to clean the coated surface often to keep it substantially free of harmful agents. Regular cleaning will increase coating longevity. The required cleaning frequency is determined by the types and amounts of corrosive materials accumulating on the coated aluminum.

For coastal installations, the cleaning frequency may need to be as often as once per month. For example, events such as storms may necessitate unscheduled cleanings. Maintenance activities need to begin as part of the installation process. Construction soils should be removed as soon as possible, and any film damage should be repaired promptly. The types and accumulation rates of any corrosive materials should be documented and used for developing the cleaning frequency schedule on the containers.

Methods for cleaning your powder coated product include the use of water and mild soap with a soft brush or sponge. Spot testing should be performed prior to cleaning to ensure there is no coating damage or staining from cleaning materials.

Strong solvents, abrasive cleaners, hard pads, and brushes can cause film damage and discoloration. It is best to clean powder coated items when surface areas are cool. Rinse the surface thoroughly after each cleaning and do not allow cleaning materials to run outside of the application area.

In the event of damage, such as a scratch down to the bare metal, please contact our office at 801.936.0499 or customerservice@orecontainers.com and we will further assist you.

## CARE FOR OXIDIZED ZINC PRODUCTS

Oxidized zinc is susceptible to stains and cannot be cleaned with any solvents, abrasive cleaners, hard pads, towels or brushes. To clean the oxidized zinc patina you must use a very low pressure rinse with water.

## OBTAINING SERVICE UNDER WARRANTY

Contact us using one of the following methods:  
801-936-0499 Phone  
801-264-0590 Fax  
Email: info@orecontainers.com

## WARRANTY

Both our Powder Coated Aluminum and Natural Rust Steel products have a 5 year limited warranty on their structure. The finish on the Aluminum Powder Coated containers have a 3 year limited warranty. There is no warranty on the finishes of Steel Powder Coated products, Oxidized Zinc products and Natural Rust products. In the event of a warranty claim, the owner will be required to provide proof of purchase, and a sales receipt verifying the date. Ore Designs Inc. at its option may repair or replace the product to good working condition by using new or refurbished components. If repair is not possible, we will replace or refund the items when applicable. Ore Designs Inc. reserves the right to inspect the product prior to replacement or repair of the product.

## EXCLUSIONS

This warranty covers defects in manufacturing discovered while using the product as recommended by the manufacturer. The warranty does not cover loss or theft, nor does coverage extend to damage caused by misuse, abuse, unauthorized modification, accidental damages, scuffs or scratches, improper installation, negligence or damage caused by improper maintenance or cleaning, custom paint colors, improper storage conditions, lightening, or natural disasters. The warranty does not cover parts that are subject to normal wear and tear. Damage caused by impurities or acts beyond our control are not covered. Any product or part that has been repaired or altered in any manner outside of Ore Designs Inc., unless previously authorized in writing by Ore Designs Inc., will void warranty. This warranty does not allow recovery of incidental or consequential damages such as loss of use, damage to property or other consequential damage, and Ore Designs Inc. accepts no liability for such damage.

## LIMITS OF LIABILITY

Should the product(s) fail, your sole recourse shall be repair or replacement. We will not be held liable to you or any other party for any damages that result from the failure of this product. Damage excluded include, but are not limited to, the following: lost profits, lost savings, lost data, damage to other equipment, and incidental or consequential damages arising from the use, or inability to use this product. In no event will Ore Designs Inc. be liable for more than the amount of your purchase price, not to exceed the current list price of the product, and excluding tax, shipping and handling charges, duties and taxes.

Ore Designs Inc. disclaims any other warranties, express or implied. By installing or using the product, the user accepts all terms described herein. The Ore Designs Inc. warranty is limited to the above conditions and to the warranty period specified herein and is exclusive.

Return shipping costs to be paid for by Customer. The cost of shipping to the manufacturer, or authorized repair center, or payment of any customs clearance fees and duties are the responsibilities

## SHIPPING

We ship through pre-paid common carriers. We will ship the best and most economical way using our discretion or we will use a trucking company of your preference on your account. Additional services such as: lift gate, residential, extra labor, storage, white glove, appointment for delivery confirmation, etc. are available at an extra cost and must be established upon ordering.

**IMPORTANT SHIPPING INFORMATION– Please inspect the shipment prior to signing the delivery receipt. In the event of any visible damage, please notate it on the delivery receipt, take photographs, and contact our shipping department so that we may further assist you. Our shipments are packed and wrapped by experienced packers according to carrier recommendations and we aim to pack them using quality methods to ensure safe transfer. In the event that there is damage, please contact our shipping manager.**

Contact: Shipping Manager  
801-936-0499  
shipping@orecontainers.com