

**Customer Service**

(800) 541-6829
(508) 732-9191

Web Address

www.atlantisrail.com

Email

info@atlantisrail.com

Facsimile

(508) 732-9798

Mailing Address

Atlantis Rail Systems
70 Armstrong Road
Plymouth, MA 02360

Limited Manufacturer's Warranty & Limitations

May 1, 2026

Subject to the terms and conditions set forth herein, Atlantis Rail System ("Atlantis Rail") provides this Limited Warranty ("Limited Warranty") per the time periods designated per Product below in section 11. This Limited Warranty is only provided to the person or entity that owns the real property where the Atlantis Rail Product ("Product") is installed referred to as ("Original Purchaser"). Warranty covers cable, mesh and baluster infill, connectors, fittings, post sets and rail sets comprised of stainless steel and/or aluminum, including all parts and components collectively representing "the Product" sold by Atlantis Rail and installed on the subject property. Only Product sold by Atlantis Rail or its Authorized Dealers and purchased and delivered within the United States is covered by this Warranty. Original Purchaser is responsible for understanding and accepting this Limited Warranty. Any question regarding this Limited Warranty should be made directly to Atlantis Rail Systems at (800) 541-6829.

1) Warranty Registration: This Limited Warranty requires Product registration; if Product is not registered with Atlantis Rail, including a copy of the retail purchase invoice within 90 days of purchase, the Warranty expires until Product is registered. Product registration is required for all claims. Product registration can only be accepted from the original property owner.

2) Limited Manufacturer's Warranty: Atlantis Rail, warrants that Product shall be free from material defects in workmanship and materials under normal use, conditions, installation and maintenance in accordance with the Product specifications and procedures described in the installation and maintenance instructions. Discoloration and/or surface oxidation is not considered a defect unless material is specifically found to be other than represented. ***Failure to maintain Product per Atlantis Rail maintenance instructions will nullify any and all remedies under this Warranty* (refer to 11A).***

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY FOR AND OF THE PRODUCT.

ATLANTIS RAIL MAKES NO OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE INCLUDING BUT NOT LIMITED TO BUILDING CODE COMPLIANCE. ALL WARRANTIES ARISING FROM COURSE AND DEALING AND USAGE OF TRADE AND ALL SUCH EXPRESS OR IMPLIED WARRANTIES ARE HEREBY DISCLAIMED EXCEPT AS OTHERWISE PROVIDED HEREIN, ANY AND ALL REPRESENTATIONS OF WARRANTY, EXPRESSED OR IMPLIED, MADE BY ANY SALES REPRESENTATIVES OR AGENT OF ATLANTIS RAIL ARE HEREBY FURTHER DISCLAIMED. IN NO EVENT SHALL ATLANTIS RAIL BE LIABLE UNDER THIS WARRANTY FOR ANY AMOUNT EXCEEDING THE ORIGINAL PURCHASE PRICE PAID TO ATLANTIS RAIL. ATLANTIS RAIL DOES NOT IN ANY CASE ACCEPT RESPONSIBILITY FOR THIRD PARTY MATERIAL. ATLANTIS RAIL DOES NOT ASSUME ANY RESPONSIBILITY FOR INJURY ARISING FROM INSTALLATION OR USE OF THE PRODUCT.

3) Warranty Limitations & Exclusions: Atlantis Rail warrants our Product to the extent and value of the Atlantis Rail Product purchased only. This Limited Warranty does not cover, and Atlantis Rail assumes no responsibility or, liability for damages or injury arising from, caused by, or related to:

- a) Atlantis Rail does not in any case accept responsibility for third party materials, labor or other cost not directly related to Atlantis Rail Product purchased; Use of third-party products such as wire rope/cable with Atlantis

Rail Product will nullify any Warranty claim; or

- b) Use, care, maintenance and handling of the Product by a party other than the Original Purchaser, including without limitation, use of the Product with any product or system not designed, produced or manufactured by Atlantis Rail or otherwise designated by Atlantis Rail in writing as being compatible with the Product; or
- c) Failure by Original Purchaser to observe any safety or maintenance procedures or precautions in the use, care and handling of the Product; or
- d) Any Product that has been subject to improper or incorrect maintenance or repair; or
- e) Any Product that has been damaged by negligence, accident, mishandling, abuse, faulty installation, lack of maintenance or has otherwise been maintained, handled, or operated inconsistent with or in contradiction to the instructions and procedures described in the Atlantis Rail installation and maintenance instructions or in violation of the Product specifications or local building codes; or
- f) Any Product that has been purchased or acquired from a party other than Atlantis Rail or its Authorized Dealers including but not limited to, any Product purchased from an Original Purchaser of Product; or
- g) The ordinary wear and tear of the Product; or
- h) Any condition of the Product caused by or resulting from weathering, scratching, discoloration, tarnishing or performance caused by exposure to corrosive elements or atmospheric contaminants such as salt spray, salt air, chemicals, and pollution; vandalism; surface oxidation; settlement, structural shrinkage, distortions or expansions of the property or structures on property on which the Product is installed, affixed or otherwise placed; fire, flood and acts of God or other causes beyond the control of Atlantis Rail; or
- i) Discoloration or oxidation of the Product shall not be considered a defect covered by this Limited Warranty; or
- j) All cable rail systems and components must be properly maintained to be covered under this warranty. Refer to the Rail Care Guide(s) for proper maintenance requirements.

4) Warranty Remedies: The remedies provided below are the Original Purchaser's sole remedies under this Limited Warranty. Correction of any Product defect by the remedies listed below constitute complete fulfillment by Atlantis Rail of this Limited Warranty regardless of actions based in contract or tort.

- a) **Repair, Replacement or Refund.** Under this Limited Warranty, if a defect arises and a valid claim is received by Atlantis Rail within the Warranty Period in accordance with the provisions of Section 4 below, Atlantis Rail shall, at its option and to the extent permitted by law, either (i) repair the Product, at no charge, using replacement parts; (ii) exchange or replace the Product with a new Product, or if such Product is no longer available, exchange or replace the Product with a substitute Product that Atlantis Rail, in its sole and absolute discretion, determines to be of comparable quality and price to the Product being replaced; or (iii) refund the purchase price of the Product. This warranty does not cover any labor costs incurred for the removal/replacement of defective Product nor costs associated with shipping and handling.
- b) **Ownership Upon Replacement or Refund of Product.** In the event that the Product is exchanged or replaced, the replacement item becomes the property of the Original Purchaser and the replaced Product shall become the property of Atlantis Rail upon replacement. In the event Atlantis Rail elects to refund the purchase price, delivery by Atlantis Rail of such refund shall be made within a reasonable time from the date such Product is returned to Atlantis Rail and, upon delivery by Atlantis Rail of the refund, the returned Product shall become the property of Atlantis Rail.

5) Limitation of Damages; NOT WITHSTANDING ANYTHING ELSE TO THE CONTRARY, ATLANTIS RAIL, ITS OFFICERS, DIRECTORS, SHAREHOLDERS, EMPLOYEES, AGENTS, AND ANY AFFILIATED COMPANIES SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR OTHER INDIRECT DAMAGES, AND ATLANTIS RAIL'S TOTAL LIABILITY ARISING AT ANY TIME FROM THE SALE OR USE OF THE PRODUCT SHALL NOT EXCEED THE PURCHASE PRICE PAID FOR THE PRODUCT. THESE LIMITATIONS

APPLY WHETHER THE LIABILITY IS BASED ON CONTRACT, TORT, STRICT LIABILITY OR ANY OTHER THEORY.

6) Warranty Procedures: All Warranty registration and claims must be made directly with Atlantis Rail, within ten (10) days of discovering a defect. Warranty claim will require details on the claimed defect and how the Product was used (pictures will be required). Atlantis Rail reserves the right to review all Warranty claims including request for Product samples for testing before accepting or rejecting a Warranty. If Warranty claim is accepted Atlantis Rail reserves the right to prescribe a solution under Warranty with the limitations stated above.

a) If a successful warranty claim is filed:

- Within 5 years, 100% of your product cost will be replaced.
- Between 5-6 years, 75% of your affected product cost will be covered.
- Between 6-7 years, 65% of your affected product cost will be covered.
- Between 7-8 years, 50% of your affected product cost will be covered.
- Between 8-9 years, 40% of your affected product cost will be covered.
- Between 9-10 years, 25% of your affected product cost will be covered.

7) Reservation of Rights to Product: Atlantis Rail is not responsible for any differences or gradation in color of its Product. New materials or replacement Products may differ in color from previous Products sold or used by Original Purchaser as a result of discoloration, aging, weathering or availability of material. Atlantis Rail reserves the right to discontinue or change any design or color of its Product at any time and without written notice to Original Purchaser or liability to Atlantis Rail.

8) No Transfer: This Limited Warranty is provided by Atlantis Rail to the Original Purchaser and may not be assigned or otherwise transferred, in whole or in part, by the Original Purchaser.

9) Severability: If any term or provision herein shall to any extent be held invalid or unenforceable, the remaining terms and provisions herein shall be valid and enforced to the fullest extent permitted by law.

10) Governing Law. This Limited Warranty shall be governed by and construed and enforced in accordance with the laws of the State of Massachusetts without regard to its conflict of principles of Law.

Atlantis Rail Systems reserves the right to make changes to our Warranty and/or Warranty policy at any time. This Warranty set forth is in lieu of all other warranties, whether expressed or implied. ATLANTIS RAIL SYSTEMS disclaims any Warranty whether expressed or implied, with regard to the Products sold by it or any Dealer, including any implied Warranty of merchantability beyond the scope of the Warranty set forth herein, and except as may otherwise be prohibited by applicable law.

11) Prescribed Residential Limited Warranty Periods:

Purchaser Requested Custom Parts	90 Days
Individually purchased SunRail™ Parts	90 Days
ONYX Series	1 Year
Gates	3 Years
Micro Star™ Lights	3 Years
Stock RailEasy™, HandiSwage™ or RailSimple Components & Parts	10 Years
Spectrum Railing Systems	10 Years
SunRail™, Nautilus, Latitude Railing Systems	10 Years
NOVA, ORION, Explorer, Mariner Railing Systems	10 Years

- a) Refer to the Rail Care Guide (aka Rail Care Kit) for required cleaning and maintenance guidelines. Failure to follow the required cleaning and maintenance guidelines will void the warranty.



ATLANTIS RAIL [Contact Information](#)

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Email
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Warranty Registration Form

Please submit the Warranty Registration Form with the retail invoice copy by email, fax or mailing address listed above. Pictures are required to register a warranty for all complete Atlantis Rail Systems. Atlantis Rail reserves the right to require photos with any warranty application.

Warranty Registration Date: _____

Original Retail Purchaser (Homeowner) Information

Name: _____

Company Name: _____

Install Address: _____

Purchased From: _____

Amount of Purchase: _____

Purchase Date: _____

Product Description: _____

Comments: _____

