ARIA Guarantee

Effective as of: 1st January 2023

Product guarantee commences from the invoice date of the original goods.
The guarantee covers the structural integrity of the products & finish
The available Guarantee varies depending on installation location of the products. The products must be cleaned in accordance to the Operating and Maintenance Manual (OM Manual) dated 1st May 2021 or after. Cleaning and maintenance must be recorded when done. Documents Available online or on request.
Products must be installed following installation instructions dated 1st May 2021 or thereafter

Gaskets and co-extruded profiles carry a 12-month guarantee.
Untreated materials; such as raw aluminium, carry a 12 month Guarantee on structural integrity only.

Powder coated profiles supplied by Pure Vista Ltd are guaranteed for 5 years against peeling and blistering where the profiles have not been modified in any way, including cutting. To ensure longevity of cut profiles it is best practise to apply suitable paint/sealant to the raw edges.

Due to harsh chemicals in an internal swimming pool environment products do not carry a Guarantee and we advise not to fit our products in these locations.

The Below table outlines the Guarantee cover available by area based on distance from the coast.
This covers anodised aluminium profiles, plastic internal parts and non-exposed stainless steel parts
Extra care must be taken when installing products in a higher risk environment and fitting must follow our operating manual (OM) to protect the products from corrosion.

Domestic/Commercial	Internal/External	Distance from Coast	Years' Guarantee
Domestic	Internal	2km+	5 Years
		<2km	3 Years
	External	5km+	3 Years
		2km+	2 Years
		<2km	2 Years
Commercial	Internal	5km+	5 Years
		2km+	3 Years
		<2km	2 Years
	External	5km+	2 Years
		2km+	2 Years
		<2km	2 Years

Notice must be given in writing to Pure Vista of any product covered in the Guarantee period showing signs of defect:
This must be given within 28-days' time of the defect first occurring. A complete description of the defect as well as photographs must be provided we may request a copy of the cleaning and maintenance schedule.

A colour variation is possible during the anodising process as not all profiles can be treated at the same time. A slight colour variation is not considered a defect in material.
Powder coat finish may have slight colour variation due to batch process; 'orange peel' effect, pinholing and craters are not considered a defect if the signs are not visible from a distance of no less than 3 metres.

Raw aluminium such as on the exposed cut edges can produce a white residue. This can be simply wiped away/cleaned. This is however a sign that corrosion may be occurring and should be treated by sealing the impacted area. Please see the installation instructions regarding sealing the exposed cut ends.

T:01208 261 040 F:01208 261 041
Pure Vista, Pendewey, Stoney Lane, Bodmin, Cornwall, PL31 2QX
Registered in England, Company number 6370927 Registered at the above address, VAT Registered No. 924774988

Products are not warranted for failure due to reasons outside Pure Vista's control including
but not limited to fire, explosion, extreme weather and vandalism. Damages caused by improper storage or installation such as; incorrect waterproofing methods, incorrect installation, aftermarket modifications.
Products must be used for their designed purpose.
Items with modifications made without consent from Pure Vista are not covered by the Guarantee, other than normal installation practises i.e. cutting profiles to length.

Products which take a significant impact must be inspected for safety and may require a level of re-fitting to ensure they are working correctly and act as a safety barrier.
Parts may break from high impact and replacements need sourcing, broken items are not covered by the Guarantee.

Pure Vista will replace goods failing under these terms. Replacements will to the nearest matching product should such an item no longer be available.

Pure Vista is not responsible/liable for losses in connection to products covered by the Guarantee. This includes;
Loss of income
Loss of labour for the removal, repair or installation of replacement parts
Any other products used surrounding the installation which may also need removing or replacing

The Guarantee only covers products manufactured by Pure Vista Ltd.

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