Limited Warranty for ecFence Systems

A DBA of Aluminm Inc.

I. Warranty Coverage

Products Covered:

- Product: ecPanel and ecStarter Fence Panels in Arctic White and Natural Bronze
- SMP (Silicone Modified Polyester) coating system

Coverage Types: This comprehensive limited warranty covers defects in materials and workmanship under normal residential and light commercial use, including:

- SMP coating defects (chipping, peeling, adhesion failure)
- Manufacturing defects in panel structure
- Premature coating degradation beyond normal weathering

2. Warranty Periods

Tier 1 Coverage (Years 1–5):

- Full replacement coverage for all covered defects
- Excessive color fading beyond industry standards (>5 Delta E units from original)
- 100% coverage of defective panels

Tier 2 Coverage (Years 6–10):

- Prorated coverage at 70% of current retail value
- Manufacturing defects and structural issues
- Coating adhesion failures

Tier 3 Coverage (Years 11–15):

- Prorated coverage at 40% of current retail value
- Manufacturing defects only
- Structural panel failures

3. Full Coverage Items

- Color Chipping: SMP coating that chips, peels, or flakes under normal conditions
- Coating Adhesion: Failure of coating to properly adhere to substrate
- Manufacturing Defects: Structural flaws, dimensional irregularities, or material defects present at manufacture
- Excessive Fading: Color change exceeding 5 Delta E units within first 5 years (measured against retained sample)

Performance Standards. Our panels are engineered to the 2023 Florida Building Code (8th Edition), including its High Velocity Hurricane Zone (HVHZ) wind requirements, for wind loads up to 115 MPH, and have been permitted in Miami-Dade and Broward Counties (HVHZ).

4. What is Not Covered

Normal Wear and Weathering:

- Gradual color fading within industry-standard parameters (≤5 Delta E units in first 5 years)
- Minor surface chalking consistent with normal weathering
- Normal expansion and contraction

Damage from External Causes:

- Impact damage from objects, vehicles, or severe weather events
- Damage from improper installation not following manufacturer guidelines
- Vandalism, graffiti, or intentional damage
- Chemical damage from cleaning agents not approved by manufacturer
- Damage from modifications or alterations to original panels

Environmental Extremes:

- Exposure to industrial chemicals or corrosive environments
- Installation in direct coastal or saltwater-exposed environments. This product is engineered for normal atmospheric conditions and is not a marine-grade material.
- Extreme weather events (hurricanes, tornadoes, hail >1 inch diameter)

5. Claims Process

Step 1: Initial Contact

Contact our warranty department within 30 days of discovering the issue:

- Online: Submit claim at www.ec-fence.com/warranty
- Email: warranty@ec-fence.com
- Phone: 305.209.2454 (Mon–Fri, 8 AM–6 PM ET)

Late notice. The 30-day notice period is retained, but late notice reduces or bars a claim only to the extent ecFence is materially prejudiced by the delay.

Step 2: Required Documentation

Please provide:

- Proof of purchase (receipt, order confirmation, or installation contract)
- High-resolution photos showing the defect from multiple angles
- Installation date and installer information
- Description of issue and environmental conditions

Step 3: Evaluation Process

- Response Time: Initial response within 7 business days
- Evaluation: Complete review within 14 business days
- Inspection: On-site inspection may be required for claims >$500
- Resolution: Approved claims processed within 30 business days

Step 4: Resolution Options

- Replacement Panels: New panels shipped directly to you
- Prorated Credit: Store credit for prorated warranty periods

6. Warranty Limitations and Exclusions

Geographic Limitations:

- Standard warranty applies to purchases within continental United States

Transfer Policy:

- Warranty transfers to new property owners with proper documentation
- Transfer fee of $50 applies
- Remaining warranty period continues unchanged

Remedy Limitations:

- This warranty is limited to the replacement of the defective panel only (does not cover labor or installation costs, or any other incidental or consequential damages)
- No coverage for consequential damages, property damage, or lost time

7. Enhanced Customer Protection

Batch Protection: If a manufacturing defect affects multiple panels from the same production batch, ecFence will proactively replace all potentially affected panels at no cost to customers.

Installation Support:

- Pre-approved installer network available
- Installation guidelines and support included
- Video installation support for DIY customers

8. Making the Most of Your Warranty

Maintenance Requirements: To maintain warranty coverage:

- Clean panels annually with mild soap and water
- Report any issues promptly
- Use only manufacturer-approved cleaning products
- Use stainless steel screws.
- Make cuts to the panels with a low RPM steel cold-cut saw.
- Protect cut edges with anti-rust paint or zinc-rich paint.
- Posts must be made of aluminum or galvanized steel, not non-galvanized steel.

Documentation:

- Keep all purchase receipts and installation documentation
- Take photos of your completed installation for records
- Register your warranty within 30 days of installation

9. Contact Information

Warranty Claims:

- Email: warranty@ec-fence.com
- Phone: 305.209.2454

Technical Support:

- Email: support@ec-fence.com
- Phone: 305.209.2454

Customer Service:

- Email: info@ec-fence.com
- Phone: 305.209.2454

10. Legal Entity

ecFence Systems operates as a DBA (doing-business-as) name of Aluminm Inc. All warranty obligations, representations, and commitments made herein are backed by and enforceable against Aluminm Inc. This warranty constitutes a binding agreement between the purchaser and Aluminm Inc.

11. Legal Rights

This warranty gives you specific legal rights, and you may have additional rights that vary by state. Some states do not allow limitations on implied warranties or exclusion of incidental damages, so these limitations may not apply to you.

This warranty is governed by the laws of the state where the product was purchased.

12. Patent Protection

The ecPanel and ecStarter fence panel systems are protected by U.S. Patent 11,066,846 B1, covering our innovative interlocking panel design that allows panels to securely connect to each other without traditional fasteners. This patented technology ensures a superior, seamless installation. Additional patents may be pending.



ecFence Systems, A DBA of Aluminm Inc. is committed to standing behind our products with comprehensive warranty protection that gives you confidence in your investment. Our goal is not just to sell you fence panels, but to ensure your complete satisfaction for years to come.

Warranty effective for all purchases made after 08/01/2025.

15-Year Limited Warranty — Consumer Render (from instrument v1.1 / 8eae4d526013d2a6) · Rendered November 19, 2026