

# DESIGNERS' IMAGE INSTALLATION INSTRUCTIONS

**Level Rail Step 1:** Determine the desired rail placement and snap a line on the deck to ensure all posts are aligned properly (Fig. 1). Ensure sufficient mounting structure exists in areas to receive posts. Install blocking where necessary. Plumb the posts, using the shims provided, and secure all posts in place (Fig. 2).

Note: Post kits include leveling shims and rail panel attachment hardware, post mounting hardware sold separately.

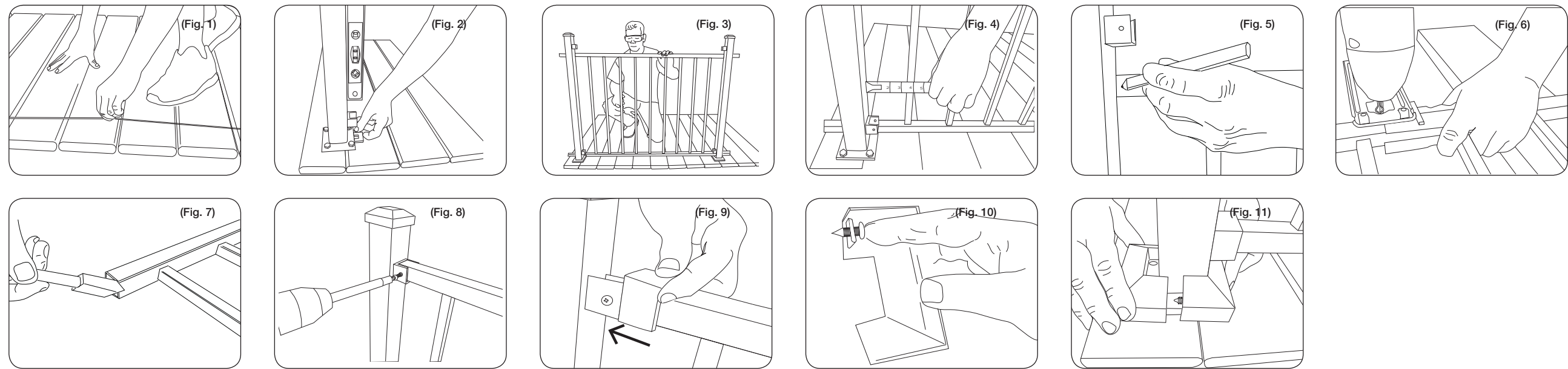
Tip: Shims can be easily cut using a wood chisel.

Tip: Post flanges are manufactured to accept 3/8" diameter fasteners, be sure to use the appropriate fasteners for your installation. Check local building codes for load requirements.

Note: ALWAYS wear safety goggles!

**Step 3:** Test fit the rail panel. Once a proper fit is ensured all cuts must be painted prior to final installation (Fig. 7). Set the panel in place. Pre-drill the screw holes using a 5/32" metal drill bit. Secure with the supplied panel attachment hardware (Fig. 8) (2 screws per bracket).

Note: Rail ends may be painted with any zinc rich primer or paint. For BLACK touch-ups, we recommend Rust-Oleum™, Satin Canyon Black, Color Code 249844 (located in Wallcoverings Department under item number 557-4860). For BRONZE touch-ups, we recommend Rust-Oleum™, Hammered Brown, Color Code 210880 (located in Wallcoverings Department under item number 557-5646).



**Stair Rail Step 1:** Place a plank on the stair noses spanning from post to post. Place the stair panel on the plank across the opening and adjust for plumb ensuring equal baluster spacing at each end. Clamp the panel in place at this location (Fig. 12).

Note: Use the proper plank thickness to ensure the proper finished rail height. Check local building codes for stair rail height requirements.

**Step 4:** Reinsert the painted panel ends into the brackets and secure in place (Fig. 18) using the supplied self-tapping panel attachment screws through the pre-drilled bracket holes.

**Step 4:** Place a bracket cover over the rail next to the bracket and slide the bracket cover toward the post until it snaps into place (Fig. 9).

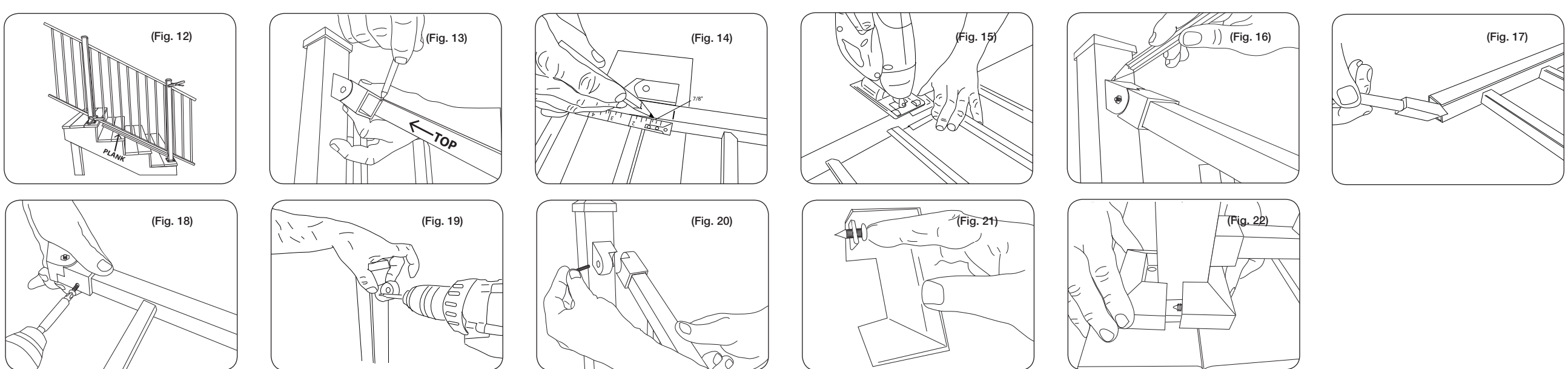
**Step 5:** Assemble the 2 piece post trim cover by inserting one fastener in each trim half (Fig. 10). Snap these in place (Fig. 11) concealing the post flange.

**Step 2:** Assemble a stair mounting bracket. Hold the bracket (angled end) against the post face and in line with your stair panel, mark the rail at these locations. Repeat this for all 4 rail ends. Be sure to label the top end of the top rail before removing it (Fig. 13).

**Step 5:** Separate the two bracket halves at all rail ends. Install the post half of each mounting bracket at the marks made in step 3 (Fig. 19) ensuring all brackets are properly oriented. Now set the panel back into place and re-attach the bracket halves (Fig. 20).

**Step 3:** Add 7/8" (toward rail end or post) to the marks made on the rail panel in step 2 (Fig. 14) and cut panel at these marks (Fig. 15). Insert the cut panel ends into the stair brackets ensuring all are properly oriented. Test the panel to ensure proper fit. Mark the position of the bracket on all 4 posts (Fig. 16). Once proper fit is ensured remove the brackets from the rail panel and paint all cuts (Fig. 17).

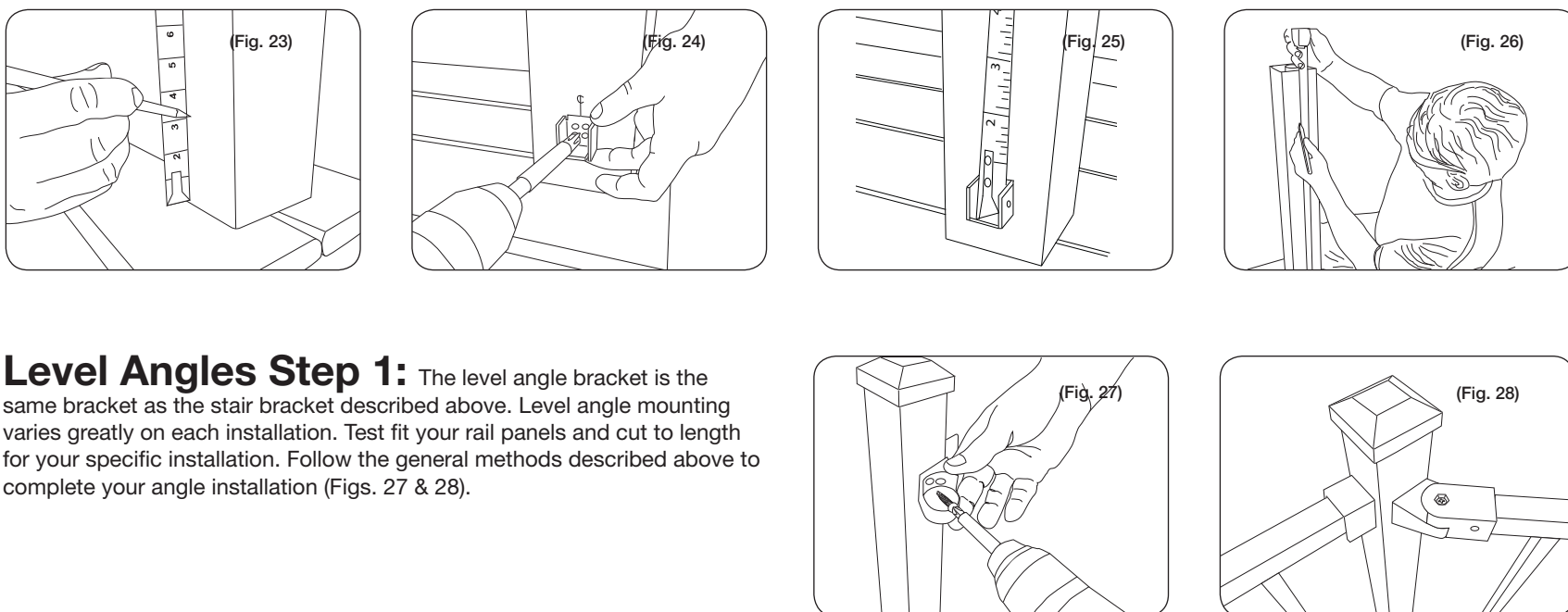
**Step 6:** Assemble the 2 piece post trim cover by inserting one fastener in each trim half (Fig. 21). Snap these in place (Fig. 22) concealing the post flange.



**Level Bracket Set Step 1:** Establish the placement of the bottom of the level panel based on your desired rail height. Mark a line on your mounting surface at this height plus 1 1/8" to represent the top of the mounting bracket (Fig. 23). Make an intersecting mark representing the desired center line of your installed rail panel. Set the bracket in place orienting the notch in the top of the bracket to the center mark and attach using 2 fasteners appropriate for the material to which you are installing the bracket (Fig. 24).

**Step 2:** Mark the post 3/8" (34 1/8" for 34" high panels or 40 1/8" for 40" high panels) from the bottom bracket attached in Step 1 (Figs. 25 & 26). Make an intersecting mark representing the desired center line of your installed rail panel (this mark is the top of the bracket). Attach the top bracket as you did the bottom in step 1.

**Step 3:** Refer to Step 2 in the Designers' Image Level Rail Panel instructions to complete your installation from this point.



**Level Angles Step 1:** The level angle bracket is the same bracket as the stair bracket described above. Level angle mounting varies greatly on each installation. Test fit your rail panels and cut to length for your specific installation. Follow the general methods described above to complete your angle installation (Figs. 27 & 28).

## CARE & MAINTENANCE

While Designers' Image products are low maintenance, like any outdoor product, care must be taken to ensure the railing's longevity. It is essential that the following instructions be followed to prevent damage to the product or personal injury:

1. Regularly, at LEAST once a year, inspect and tighten all fasteners, as fasteners may loosen over time. Note that some surface rust may occur on fasteners. This is normal and not subject to a warranty claim.
2. It is normal that the powder coat weathers, and the surface may appear chalk-like. To bring back the railing's finish, clean with only non-abrasive soap or detergent and water.
3. We recommend general cleaning of the railing at least twice a year. Clean any crevices, weld points, and other areas where liquid may become stagnant and cause corrosion or where pollutants may build up. Remove all sap, bugs, tar, and other dirt and soil from the railing as soon as possible. Heat /sunlight may make such things difficult to remove from the railing surface and may cause further surface damage.
4. Do not apply industrial strength cleaners, cleaners with bleach, or any harsh chemicals to the railing as this may discolor and damage the railing's finish. Never use steel wool or rough materials to clean the railing. If you are unsure if a particular cleaning agent should not be used, test in an inconspicuous area first.
5. Periodically inspect the railing for chips, scratches, or other damage to the surface. If necessary, touch-up with a zinc rich paint. Rail ends may be painted with any zinc rich primer or paint. For BLACK touch-ups, we recommend Rust-Oleum™, Satin Canyon Black, Color Code 249844 (located in Wallcoverings Department under item number 557-4860). For BRONZE touch-ups, we recommend Rust-Oleum™, Hammered Brown, Color Code 210880 (located in Wallcoverings Department under item number 557-5646).

\*Rust-Oleum® is a registered trademark of Rust-Oleum Brand Company.

## WARRANTY

Designers' Image ("DI") warrants to the original consumer/purchaser (the "Purchaser") of Designers' Image™ products (the "Product") that the Products will remain free from material defects in workmanship and materials. In addition, this Warranty also will cover cracking, peeling and blistering of the finish and extensive corrosion of the Product. Corrosion will not be considered extensive except where there are multiple rust-through perforation instances on the same piece of the Product. This Warranty is subject to the following limitations, exclusions and conditions for the time periods defined below:

1. This Warranty will last 15 years from the Purchaser's original date of purchase for homeowners at their residences and will last for 10 years from the Purchaser's original date of purchase for all commercial, governmental or other non-residential applications, in each case subject to the other limitations, exclusions and conditions set forth in this Warranty.
2. To obtain warranty coverage, the Purchaser must register the Product within 10 days of purchase by either (i) completing and signing a "Warranty Registration Form" and mailing it to DI at the address provided or (ii) registering online at DI's website: [www.rdrail.com/di/warranty](http://www.rdrail.com/di/warranty). Failing to register timely will void this Warranty.
3. This Warranty covers the Product only if it is purchased, stored and used exclusively in North America.
4. This Warranty may be transferred one time, within five years from the date of original purchase of the Product, to a subsequent buyer of the property upon which the Product was originally installed. As a condition to the effectiveness of any such transfer, the transferee must send written notice to DI (at the address above) of the transfer, together with sufficient information for DI to determine that the transfer is valid in accordance with the terms of this Warranty, within 30 days of the purported transfer. No other transfer or assignment of this Warranty will be valid, and any purported transfer or assignment of rights under this Warranty will void this Warranty.
5. To make a claim under this Warranty, during the warranty period the Purchaser must send to DI, at its address provided, a reasonably detailed written notice of any defect or other warranty claim within a reasonable time after discovery of the basis for the claim. DI may require proof of purchase, the product serial number, a clear photograph of the defective part(s) and actual part(s) themselves. If DI determines that the Purchaser has a valid claim under this Warranty, DI, at its option, will do one of the following:
  - (i) ship to the Purchaser (at his/her address stated in the Warranty Registration Form) a replacement for the part(s) subject to the warranty claim, free of charge to the Purchaser (but the replacement part may vary in color or finish as a result of weathering or normal discoloration of the original Product or changes in DI's offerings of colors/finishes), and only for valid warranty claims made within two (2) years from the date of purchase for homeowners at their residences, pay for reasonable documented labor charges for removal of the defective or nonconforming Product and replacement with the new Product;
  - (ii) repair or restore the part(s) subject to the warranty claim, free of charge to the Purchaser, provided the Purchaser provides all reasonable cooperation; or
  - (iii) send payment to the Purchaser of the portion of the purchase price paid by the Purchaser to DI for the part(s) subject to the warranty claim.

This paragraph 5 provides the Purchaser's exclusive remedy under this Warranty. Except as specifically provided in (i) above, DI shall not be liable for any installation, removal or reinstallation of the Product or any part or for any labor. Under no circumstances will DI be liable for any loss of time, maintenance or inconvenience.

6. This Warranty does not cover normal weathering effects, such as discoloration due to exposure to ultraviolet light (e.g., sunlight), or any defects, damage or other failure due to hail, high winds, flood, earthquake, lightning or any other weather disturbance or to extremes of temperature (such as fire) or pressure (such as an explosion). This Warranty does not cover defects, damage or other failure resulting from or relating to the impact of or contact with any foreign object (including but not limited to lawn care equipment), pollutant, salt water, chemical (including but not limited to chemicals for pools or for ice removal), pollutant, waste, or hazardous material or due to any other cause beyond DI's control. Without limiting the foregoing, cracking, peeling, blistering or corrosion resulting from or worsened by scratches, nicks and dents are not covered by this Warranty.

Despite stringent quality control measures exercised during production and powder coating of metal railing products, a complete batch-to-batch consistency can not be guaranteed; slight color variation may occur.

7. This Warranty will expire within one (1) year from the Purchaser's original date of purchase if the Product is stored or installed either within one mile from the coast of any ocean, sea or gulf or within five hundred feet of any other salt water body of any kind.

8. It is the responsibility of the Purchaser to inspect all fasteners and connections at least once per year and make sure they are secure. Fasteners and connections may loosen over time. It is the Purchaser's responsibility to ensure a proper and safe installation and to perform proper and sufficient maintenance in accordance with DI's recommendations. THIS WARRANTY DOES NOT APPLY TO, AND UNDER NO CIRCUMSTANCES WILL DI BE LIABLE FOR, ANY FAILURE OF THE PURCHASER TO PERFORM ANY OF ITS RESPONSIBILITIES.

9. THIS WARRANTY DOES NOT APPLY TO, AND UNDER NO CIRCUMSTANCES WILL DI BE LIABLE FOR, ANY DEFECT, DAMAGE OR OTHER FAILURE RESULTING FROM OR RELATING TO ANY MISUSE (WHICH INCLUDES BUT IS NOT LIMITED TO ANY ABNORMAL OR IMPROPER USE OR APPLICATION), ABUSE, ACCIDENT, NEGLIGENCE, ABRASION, IMPROPER OR INSUFFICIENT MAINTENANCE, FAULTY OR IMPROPER INSTALLATION OR FAILURE TO ADHERE TO ANY INSTRUCTION OR RECOMMENDATION IN DI'S INSTALLATION INSTRUCTIONS INCLUDED WITH THE PRODUCT (THE "INSTALLATION INSTRUCTIONS"). THIS WARRANTY WILL BE VOID AS TO ANY SURFACE OF THE PRODUCT THAT HAS HAD CONTACT WITH SALT WATER OR ANY HARSH CHEMICAL (INCLUDING BUT NOT LIMITED TO POOL CHEMICALS AND CHEMICALS FOR ICE REMOVAL), EXCEPT AS RECOMMENDED IN THE INSTALLATION INSTRUCTIONS. THIS WARRANTY WILL BE VOID IF ANY PART OF THE PRODUCT IS ALTERED OR IF ANY STRUCTURAL PART OR COMPONENT NOT SUPPLIED BY DI IS USED IN CONJUNCTION WITH THE PRODUCT, OTHER THAN APPROPRIATE USE OF DECK JOISTS OR OTHER SUPPORT STRUCTURES IN ACCORDANCE WITH THE INSTALLATION INSTRUCTIONS. THIS WARRANTY WILL NOT COVER ANY CONSEQUENCE OF ANY DEFECT IN, DAMAGE TO OR OTHER FAILURE OF ANY DECK JOISTS OR OTHER SUPPORT STRUCTURES (OR ANY COMPONENT THEREOF). THIS WARRANTY WILL BE VOID IF ANY PART OF THE PRODUCT IS USED IN VIOLATION OF ANY APPLICABLE BUILDING CODE, ZONING ORDINANCE, FIRE MARSHAL'S ORDER OR ANY OTHER LAW, REGULATION, ORDER, STANDARD, GUIDELINE OR RECOMMENDATION OF A GOVERNMENTAL OR JUDICIAL BODY.

10. DI DOES NOT WARRANT SLIP RESISTANCE OF THE PRODUCT. DI WILL HAVE NO LIABILITY FOR ANY SLIP OR FALL ON OR FROM THE PRODUCT. UNDER NO CIRCUMSTANCES WILL DI BE LIABLE FOR ANY PROPERTY DAMAGE, BODILY INJURY OR DEATH.

11. UNDER NO CIRCUMSTANCES WILL DI BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES, AND IN NO EVENT WILL DI'S LIABILITY RELATING TO ANY PRODUCT OR PART EXCEED THE PURCHASE PRICE PAID BY THE PURCHASER TO DI FOR SUCH PRODUCT OR PART. Some states do not allow the exclusion or limitation of consequential or incidental damages, so the preceding sentence may not apply to the Purchaser in such states.

12. Except as expressly set forth in this Warranty, all purchasers of the Product will be purchasing the Product "AS IS AND WITH ALL FAULTS" and without any representation, warranty, promise, guaranty or other assurance of any kind, express, implied or statutory. Except as expressly set forth in this Warranty, DI HEREBY EXPRESSLY DISCLAIMS ANY REPRESENTATION, WARRANTY, PROMISE, GUARANTY OR OTHER ASSURANCE OF ANY KIND, EXPRESS OR IMPLIED, ORAL OR WRITTEN, STATUTORY OR OTHERWISE, RELATING TO THE PRODUCT, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY, FITNESS FOR ANY PURPOSE (OTHER THAN USES EXPRESSLY DIRECTED OR RECOMMENDED IN THE INSTALLATION INSTRUCTIONS), QUALITY, RELIABILITY, DURABILITY, WORKMANSHIP MATERIALS, ABSENCE OF DEFECTS (LATENT OR PATENT), ABSENCE OF DANGEROUS CONDITIONS, CORRESPONDENCE TO ANY DESCRIPTION OR THE LIKE.

13. This Warranty shall be governed by and construed in accordance with the laws of the State of New Jersey, without regard to principles of conflicts of law that could result in application of the laws of another jurisdiction. All suits, actions or other claims under or relating to this Warranty must be brought only in the state courts of competent subject matter jurisdiction in Atlantic County, New Jersey. As a condition to making a claim under this Warranty, the claimant must submit to the exclusive personal jurisdiction of the state court of competent subject matter jurisdiction in Atlantic County, New Jersey for any and all claims whatsoever against DI, and the claimant must waive its right to contest the personal jurisdiction or venue of any such court, whether on the grounds of inconvenience or otherwise.

NO DISTRIBUTOR, DEALER OR OTHER PERSON IS AUTHORIZED BY DI TO CHANGE THIS WARRANTY OR TO MAKE ANY ADDITIONAL REPRESENTATION, WARRANTY, PROMISE, GUARANTY OR OTHER ASSURANCE ON BEHALF OF DI RELATING TO THE PRODUCT.

### FILL OUT AND MAIL THIS CARD TO VALIDATE PRODUCT WARRANTY

All information must be completed in order to place the warranty on your purchase in effect. Complete only one registration per installation or product. For multiple product purchases, complete one warranty card and attach the additional cards indicating what product was purchased. WARRANTY MUST BE COMPLETED WITHIN TEN (10) DAYS OF PURCHASE. Please cut warranty information along dotted lines and mail to Designers' Image, C/O Warranty Registration, 135 Steelmanville Rd, Egg Harbor Twp, NJ 08234. You can also register online at [www.rdrail.com/di/warranty](http://www.rdrail.com/di/warranty).

#### PLEASE PRINT

Name of Customer: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

E-mail: \_\_\_\_\_

Name of Supplier: \_\_\_\_\_ City: \_\_\_\_\_

Name of Installer: \_\_\_\_\_ E-mail of Installer: \_\_\_\_\_

Date of Purchase: / / Date of Installation: / /

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

#### How did you hear about DI?

Store Salesperson  Display  Trade Show  Magazine  Web  
 Referral  Other \_\_\_\_\_

#### What sources of information did you use to choose our product?

Brochure  Sales Person  Web Site  Display  Other \_\_\_\_\_

#### Please rate the quality of your overall purchasing experience:

Sales Literature  Very helpful  Somewhat helpful  Not helpful  What literature?

Product Supplier  Great Service  Good Service  Adequate Service  Poor Service

Product Quality  Outstanding  Very good  Good  Acceptable  Poor

Sales Person  Very Helpful  Somewhat Helpful  Pointed me in the right direction  Not Helpful

Web Site  Easy to navigate  Found my way after a while  Got lost after the first click

Instructions  Clear and easy to follow  Understandable  Difficult and Confusing

Installation  Simple  Somewhat easy, but glad I had the instructions  Felt like I was trying to build a space shuttle

Product Price  Excellent Deal  Very good for the cost  Acceptable  Too expensive

Please list any other suggestions or ideas for DI's products and services:  
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