Metro Shelving Corrosion Warranty

InterMetro Industries Corporation (hereinafter, “Metro”) warrants its MetroMax Family Shelving, Metroseal Green, Metroseal Gray, Super Erecta Pro™, and SmartLever (hereinafter, “Products”) to be free from defects in materials and workmanship for a period of one (1) year from Product ship date. For full terms and conditions, visit https://metro.com/terms-and-conditions/.

The Products also carry a warranty against rust formation and corrosion for the following period of time from Product ship date. The corrosion warranty is extended to the original owner and is nontransferable.

MetroMax® Family Corrosion Warranty

MetroMax® i Shelves:	**Lifetime**
MetroMax® 4 Shelves:	**Lifetime**
MetroMax® Polymer Posts:	**Lifetime**
MetroMax® Q Shelves:	**Twenty-Five (25) Years**
MetroMax® Epoxy-Coated Posts:	**Fifteen (15) Years**

Cleaning and Storage Guidelines: MetroMax i & MetroMax 4 Shelves and Polymer Posts
The shelves and posts must be cleaned with mild detergents. Customer agrees to use only cleaners that are recommended for use on plastics and Type 304 Stainless Steel, and will follow any special instructions from the cleaner manufacturer. The use of any abrasive materials and stiff brushes or scrapers will void this warranty. Warranty applies when shelves and posts have been used continuously within a temperature range from -20° F to +120° F (-29°C to +49°C) with intermittent exposure to +200° F (+93°C) for routine cleaning. Polymer shelf mats may be cleaned in commercial dish machines with intermittent exposure up to 200°F (93°C).

Cleaning and Storage Guidelines: MetroMax Q Shelves & Epoxy-Coated Posts
The shelves and posts must be cleaned with mild detergents. Customer agrees to use only cleaners that are recommended for use on epoxy coated steel (for the shelf frames or epoxy coated posts) or polypropylene (for the shelf mats), and will follow any special instructions from the cleaner manufacturer. The use of abrasive materials, stiff brushes, or scrapers will void this warranty, as will physical damage that ruptures the coating.

Fracturing, chipping or otherwise damaging the finish voids this warranty. Applications involving sustained exposure to corrosive substances and vapors, including but not limited to marine environments, harsh brines or acidic marinades, or chemicals known to degrade metals, may void or limit the warranty at Metro’s sole discretion. Warranty applies when shelves and posts have been used continuously within a temperature range from -20° F to +120° F (-29°C to +49°C) with intermittent exposure to +200° F (+93°C) as part of routine cleaning. Polymer shelf mats may be cleaned in commercial dish machines with intermittent exposure up to 200°F (93°C). MetroMax Q shelves and epoxy coated steel posts are not suitable for high temperature cart wash chambers.

Metroseal® Epoxy Corrosion Warranty

Metroseal Gray or Green Epoxy-Coated Products: **Fifteen (15) Years**
The corrosion warranty applies to components of Products that have a Metroseal epoxy finish.

Cleaning and Storage Guidelines: Metroseal Coated Products (Green, Gray)
The Metroseal Epoxy Coated products must be cleaned with mild detergents. Customer agrees to use only cleaners that are recommended for use on epoxy coated steel, and will follow any special instructions from the cleaner manufacturer. The use of abrasive materials, stiff brushes, or scrapers will void this warranty, as will physical damage that ruptures the coating.

Fracturing, chipping or otherwise damaging the finish voids this warranty. Applications involving sustained exposure to corrosive substances and vapors, including but not limited to marine environments, harsh brines or acidic marinades, or chemicals known to degrade metals, may void or limit the warranty at Metro’s sole discretion. Warranty applies when the Metroseal products have been used continuously within a temperature range from -20° F to +120° F (-29°C to +49°C). Metroseal components are not suitable for high temperature cart wash chambers.

LO10-045 2/25
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metro.com
1.800.992.1776 or metro.com/contactus

Metro Shelving Corrosion Warranty

Super Erecta Pro® Corrosion Warranty

Super Erecta Pro® Shelf Frames: **Twenty (20) Years**
Super Erecta Pro® Polymer Shelf Mats **Lifetime**

Cleaning and Storage Guidelines: Super Erecta Pro Shelves
The shelves must be cleaned with mild detergents. Customer agrees to use only cleaners that are recommended for use on epoxy coated steel (for the shelf frames and posts) or polypropylene (for the shelf mats), and will follow any special instructions from the cleaner manufacturer. The use of abrasive materials, stiff brushes, or scrapers will void this warranty, as will physical damage that ruptures the coating.

Fracturing, chipping or otherwise damaging the finish voids this warranty.Applications involving sustained exposure to corrosive substances and vapors, including but not limited to marine environments, harsh brines or acidic marinades, or chemicals known to degrade metals, may void or limit the warranty at Metro's sole discretion. Warranty applies when shelves and posts have been used continuously within a temperature range from -20° F to +120° F (-29°C to +49°C). Polymer shelf mats may be cleaned in commercial dish machines with intermittent exposure up to 200°F (93°C). Super Erecta Pro shelves and Metroseal components are not suitable for high temperature cart wash chambers.

SmartLever® Corrosion Warranty

SmartLever Epoxy Coated Products: **Ten (10) Years**
The corrosion warranty applies to SmartLever components with the gray epoxy finish.

Cleaning and Storage Guidelines: SmartLever Epoxy Coated Products
The SmartLever products must be cleaned with mild detergents. Customer agrees to use only cleaners that are recommended for use on epoxy coated steel, and will follow any special instructions from the cleaner manufacturer. The use of any abrasive materials and stiff brushes or scrapers will void this warranty, as will physical damage rupturing the coating.

Fracturing, chipping or otherwise damaging the finish voids this warranty. Applications involving sustained exposure to corrosive substances and vapors, including but not limited to marine environments, harsh brines or acidic marinades, or chemicals known to degrade metals, may void or limit the warranty at Metro's sole discretion. Warranty applies when the SmartLever products have been used continuously within a temperature range from -20° F to +120° F (-29°C to +49°C).

Resolution Procedure for Corrosion Warranty Claims

If within thirty (30) days after Customer's discovery of any warranty defects within the warranty period, Customer shall promptly notify Metro in writing of the nature of the defect, or shall notify Metro of the nature of the defect through Metro's Customer Service offices via telephone at 1-800-992-1776 or as specified at www.metro.com. Failure by Customer to give such written notice within the applicable time period shall be deemed an absolute and unconditional waiver of Customer's claim for such defects.

Metro may request Customer collaboration and assistance during diagnosis to resolve the Customer's warranty claim. If Metro determines that an on-site inspection of the Product is required Customer shall allow Metro (i) full and free access to the Product at a time mutually agreeable to Metro and Customer, and (ii) full and free access to the Customer's facility where the Product is located.

If Metro determines that the Product is covered under this standard warranty then it is within Metro's sole discretion to determine how to best address a customer's warranty issues. If Metro can determine a solution, any necessary parts will be shipped to the Customer at Metro's expense and a Return Merchandise Authorization ("RMA") may be issued, if necessary.

Returns including disassembly and subsequent reassembly become the responsibility of the owner of the initial installation. If at any time during the warranty period, a customer submits a warranty claim where the Product is later found not to be defective, any on-site service calls and/or replacement Product will be charged to the customer at Metro's then-prevailing prices/rates.

Replacement Parts and RMA Policy

If Metro issues a RMA to the Customer then all parts specified on the RMA must be returned to Metro with shipping expense to be paid by Metro. Any parts not returned to Metro will be paid for, in full, by the customer. Collect shipments will not be accepted. Metro shall be deemed the owner of all removed and repaired Metro furnished parts from the Product. Product repaired or replaced during the warranty period shall be covered by the foregoing warranty for the remainder of the warranty period or ninety (90) days, whichever is longer.

LO10-045 2/25
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