



Prestige Deck Products Limited Warranty

Eco Deck Canada Ltd (“Eco Deck™”) warrants to the original purchaser (“Purchaser”) that, for the period of twenty (20) years from the date of original purchase for a residential application and ten (10) years from the date of original purchase for a commercial application, PLEASE READ THIS PRODUCT WARRANTY CAREFUL, IT’S IMPORTANT THAT ALL CUSTOMERS MUST COMPLY TO THE CORRECT INSTALLATION AND MAINTENANCE OF THIS PRODUCT PLEASE PAY CLOSE ATTENTION TO THE FOLLOWING HEADINGS REGISTRATIONS, WARRANTY CLAIM (TABLE), EXCLUSIONS, COLOUR & STAIN LIMITATIONS.

Registration of Your Product Warranty:

You must register your product with us within 45 days of purchase; otherwise, you cannot claim this product warranty in the future. You can register via email at sales@ecodeckcanada.com. The Purchaser must send at least three images of the complete installation using different angles and your full name and order reference number.

Please ensure you have left the correct expansion spaces, gradient (slope) for drainage, and correct joist centres in accordance with the Eco Deck™ Installation Guide to ensure you do not validate your warranty with Eco Deck™.

Product Warranty

We warrant under normal use and service conditions that Eco Deck™ Prestige products shall be free from material defects in workmanship and materials and shall not split, splinter, rot or suffer structural damage from termites or fungal decay. If a Purchaser discovers a defect in the Prestige product within the warranty period, the Purchaser shall notify in writing to the following email address: sales@ecodeckcanada.com

Warranty Claim

Eco Deck Canada Ltd reserves the right to request additional information concerning the warranty claim. If Eco Deck™ determines the Purchaser’s claim is valid upon confirmation by an authorized Eco Deck™ representative of the defect, Eco Deck Canada Ltd’s sole responsibility shall be, at its option, to either replace the defective item or refund the portion of the purchase price paid by Purchaser for such defective item, as set out below (not including the cost of its initial installation or delivery). This warranty shall not cover, and Eco Deck™ shall not be responsible for costs and expenses incurred with respect to the removal of defective Prestige products or the installation of replacement materials, including but not limited to labour and delivery. The foregoing remedies are the SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY.

Eco Deck™ in no circumstances shall be liable under this product warranty that exceeds the replacement value of the defective product, and our full and entire liability is set out in the table below for any failure or defects to this product. Eco Deck™ will not accept any legal responsibility that we cannot exclude in law (such as death or personal injury). We are not legally responsible for (1) Personal

injuries of any kind, (2) business or personal losses, (3) personal damages or business damages of any kind, or (4) losses to non-customers.

For purposes of this warranty, a 'residential application' shall refer to an installation of the Prestige product on an individual residence, and a 'commercial application' shall refer to any installation of the Prestige product other than on an individual residence. If a valid warranty claim is made during the valid warranty period after the original purchase date, then the Purchaser's recovery will be prorated as indicated below. If Eco Deck™ is providing replacement materials, it may elect to replace the percentage listed below of Prestige products; if Eco Deck™ is refunding the purchase price, it may elect to refund the percentage listed below of the purchase price of the Prestige products.

Residential Applications		Commercial Applications
Time After Original Purchase	Percentage Replacement	Time After Original Purchase
1 Year	100%	1 Year
2 Years	60%	2 Years
3-4 Years	40%	
5-10 Years	30%	3-5 Years
10-20 Years	10%	5-10 Years

Warranty transfer

For residential applications, this warranty may be transferred one (1) time, within the three (3) year period beginning from the date of original purchase by the Purchaser, to a subsequent buyer of the property upon which the Prestige products were originally installed. With respect to a commercial application, this warranty is freely transferable to subsequent buyers of the property upon which the Prestige products were originally installed.

Exclusions

Eco Deck™ does not provide any warranty for product failure, malfunction, or damage caused by incorrect installation of Prestige/Advanced products or failure to comply with Eco Deck's "Installation & Maintenance Guide." The guide can be accessed on the Eco Deck™ website or requested from an Eco Deck™ staff member. Please note that no implied warranty covers these issues, including but not limited to improper gapping (note IMPORTANT no less than 1/8in (3 mm) side to side width of the board gapping, no less than 15/16in (8mm) between end to end board butt joints, no less than 3/4in (20mm) from fixed objects, e.g. home, walls & fence.) Ensure sufficient water run-off to prevent pooling. A drainage slope between 3mm (1/8in) and 6mm (1/4in) should be incorporated every 30cm (1 ft) in the direction away from the house. IMPORTANT: Please ensure water drains off the deck easily; if water is left on the deck and builds up, it can cause the board to deform, swell, warp, bow or rise in time; the deck must have good drainage and not hold water. 12-inch joist spacing is recommended (max 16" joist spacing) residential, 10 in joist spacing commercial is recommended (max 12" joist spacing for commercial), failure to use Eco Deck™ equipment upon installation (e.g. clips, fasteners, screws & approved accessories) ; (2) use of Prestige products beyond normal use and service conditions, or in an application not recommended by Eco Deck™ guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which Prestige products are installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mould, mildew, polluted water etc.), staining from foreign substances (such as bleach, hazardous substances, non-household oil, urine, etc.), or normal weathering (defined as exposure to UV rays, sunlight, heat, weather and atmosphere which will cause any coloured surface to fade, chalk, or accumulate dirt, spots or stains); (5) variations or changes in colour of Prestige/Advanced products; (6) improper handling, storage, cleaning, maintenance, abuse or neglect of Prestige products by Purchaser, the transferee or third parties; (7) any products that have not been paid in full; or (8) ordinary wear and tear.

Colour Limitation

No material or composite decking is fade-proof when exposed to mother nature's elements for years, but it is not limited to sunlight and other common atmospheric conditions. Weathering is expected over the product's life and is not covered under the warranty.

Weathering is defined as exposure to sunlight, water, dirt, extreme weather, the atmosphere, and other natural mother nature elements that will cause the board's colour to fade, lighten, chalk, spot, accumulate dirt, or stain.

Stain Limitations

The product will offer stain resistance, resulting in spills of food and beverages, which include ketchup, mustard, oils, tea, wine, coffee, grease, and fizzy drinks, including beer. Eco Deck™ does not warrant that the product is stain- proof and stains can occur over the years if left uncleaned for periods, provided that the above substance is removed within 24 hours (uncleaned for periods) of the spill with hot, soapy (not boiling) water, including household dish soap.

Mould & mildew can settle on any product if not cleaned regularly, including this product. You must keep up regularly cleaning with hot (not boiling) soapy water as this can create mould if not correctly looked after. Regular cleaning is defined as once every month. Eco Deck™ does not warrant this product if it is not regularly cleaned and maintained during its lifespan. The stain will appear from and is not limited to bleach, acid, paints, planet food, non-household oils, rust, bactericides, disinfectors, biocides, bacteria, non-food and non-beverages, basic pH, cleaning chemicals, and strong solvents. Eco Deck™ authorizes no person or entity to make. Eco Deck™ shall not be bound by any statement or representation as to the quality or performance of Prestige products other than as contained in this warranty. This warranty may not be altered or amended by the purchaser unless authorized by Eco Deck Canada Ltd in signed documentation.

Warp, crack & splinter resistance limitations:

The product offers resistance to warp, cracking & splinting. Warping & cracking can appear or happen in any product if not installed correctly, in particular to drainage and expansion of the product over time. Cracks can appear in the core if exposed to water for long periods and poor drainage. It's essential to ensure correct expansions, gaps & drainage are left by yourself or a third-party installer **NOTE** no more than 1/8in(3mm) side to side, 5/16in (8mm) end to end butt joint, 3/4in (20mm) from fixed objects. It's also important to ensure correct drainage. **NOTE:** For a raised deck, you must allow good airflow and drainage; water should drain off the deck easily. To ensure sufficient water run-off to prevent pooling, a drainage slope between 3mm (1/8in) and 6mm (1/4in) should be incorporated every 30cm (1 ft) in the direction away from the house. **NOTE:** The deck can hold water in areas if clips aren't installed correctly and are not level enough for the slopes to run off. If the product is exposed to water for long periods, cracks can appear. Don't forget deck drainage upon installation.

Low Maintenance

All products must be taken care of and regularly cleaned to ensure a long life span. You must keep up regular cleaning with hot, soapy water, a soft-bristle brush, or a power washer (max. 1500psi pressure). You should ensure to spray in the direction of the grain of the boards and use a fan tip nozzle (min. 6 inches from the surface) along with the proper cleaning product. Or this can create future product issues & defects. Regular cleaning is defined as once every month. **NOTE:** This needs to be increased in the spring and autumn periods to clear dirt and debris.