



Dual 360° Deck Products Limited Warranty

Eco Deck Canada Ltd ("Eco Deck™")

Section 1: Warranty Coverage

Eco Deck Canada Ltd ("Eco Deck™") warrants to the original purchaser ("Purchaser") that, for twenty-five (25) years from the date of original purchase for residential applications and ten (10) years from the date of original purchase for commercial applications, the following warranty applies.

Please read this product warranty carefully.

All customers must comply with the correct installation and maintenance procedures.

Pay close attention to Registration, Warranty Claim Process, Exclusions, Colour & Stain Limitations.

Section 2: Registration of Your Product Warranty

- Warranty registration must be completed within 45 days of purchase to be eligible for claims.
 - Register via email at sales@ecodeckcanada.com.
 - Provide at least three images of the complete installation (different angles), your full name, and order reference number.
 - Ensure correct expansion spaces, drainage slope, and joist centres as outlined in the Eco Deck™ Installation Guide.
 - Failure to comply may void your warranty.
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Section 3: Product Warranty

We warrant under normal use and service conditions that Eco Deck™ Dual 360° products are free from material defects in workmanship and materials and will not split, splinter, rot, or suffer structural damage from termites or fungal decay.

If a defect is discovered within the warranty period, notify Eco Deck™ in writing at sales@ecodeckcanada.com.

Section 4: Warranty Claim Process

- Eco Deck Canada Ltd may request additional information regarding a warranty claim.
- Upon validation by an authorized Eco Deck™ representative, Eco Deck Canada Ltd will, at its discretion, either replace the defective item or refund the portion of the purchase price paid (excluding installation or delivery costs).
- The remedies described are the sole and exclusive remedy for breach of any warranty.
- Under no circumstances shall Eco Deck™ be liable for amounts exceeding the replacement value of the defective product.

Liability Limitations

Eco Deck™ will not accept responsibility for:

- Personal injury of any kind
- Business or personal losses
- Personal or business damages
- Losses to non-customers
- Any responsibility that cannot be excluded by law (e.g., death or personal injury)

Application Definitions

- Residential application: Installation of Dual 360° product on an individual residence
- Commercial application: Any installation other than on an individual residence

Section 5: Prorated Recovery Table

Residential Applications	% Replacement	Commercial Applications	% Replacement
1 Year after purchase	100%	1 Year after purchase	100%
2 Years	60%	2 Years	60%
3–4 Years	40%	3–5 Years	40%
5–10 Years	30%	5–10 Years	30%
10–25 Years	10%	—	—

Section 6: Warranty Transfer

- Residential: Transferable one (1) time within three (3) years of original purchase to a subsequent buyer of the property.
- Commercial: Freely transferable to subsequent buyers of the property.

Section 7: Exclusions

Eco Deck™ does not provide warranty coverage for failures, malfunctions, or damage caused by:

- Incorrect installation or failure to comply with the Eco Deck™ Installation & Maintenance Guide.
- Improper gapping (less than 1/8 in [3 mm] side-to-side; less than 5/16 in [8 mm] end-to-end; less than 3/4 in [20 mm] from fixed objects).
- Insufficient drainage (slope 3–6 mm every 30 cm away from the house; water pooling).
- Failure to use Eco Deck™ equipment (clips, fasteners, screws, approved accessories).
- Use beyond normal conditions or in unapproved applications.
- Ground or structural movement, distortion, or collapse.
- Acts of God (e.g., flood, hurricane, earthquake, lightning).
- Environmental conditions (e.g., air pollution, mould, mildew, polluted water).
- Staining from foreign substances (bleach, hazardous materials, non-household oil, urine, etc.).
- Normal weathering (UV, sunlight, heat, fading, chalk, dirt, spots, stains).
- Colour variations or changes in Dual 360° products.
- Improper handling, storage, cleaning, maintenance, abuse, or neglect.
- Products not paid in full.
- Ordinary wear and tear.

Joist Spacing:

- Residential: 12-inch recommended (max 16")
- Commercial: 10-inch recommended (max 12")

Section 8: Colour Limitation

No composite decking is fade-proof.

Weathering is expected over the product's life and is not covered under warranty.

Weathering includes fading, chalking, lightening, dirt, or stains from exposure to natural elements.

Section 9: Stain Limitations

- Dual 360° products are stain-resistant but not stain-proof.
 - Stains from food and beverages (ketchup, mustard, oils, tea, wine, coffee, grease, soft drinks, beer) must be cleaned within 24 hours with hot, soapy water (not boiling).
 - Mould and mildew may settle if not cleaned regularly (monthly cleaning recommended).
 - Not covered: Stains from bleach, acid, paints, plant food, household oils, rust, chemicals, strong solvents, and improper cleaning products.
 - Warranty void if not regularly cleaned and maintained.
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Section 10: Additional Terms

- Eco Deck™ authorizes no one to make additional warranties.
 - This warranty may only be altered with the written authorization of Eco Deck Canada Ltd.
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Section 11: Warp, Crack & Splinter Resistance Limitations

Dual 360° products resist warping, cracking, and splintering but may experience such issues if installed incorrectly, especially with poor drainage or insufficient expansion gaps.

- Cracks may appear if exposed to water for extended periods.
 - Maintain proper expansion gaps and drainage.
 - For raised decks: allow good airflow and drainage; water should drain easily.
 - Always ensure proper deck drainage during installation.
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Section 12: Low Maintenance

- Clean monthly with hot, soapy water, a soft-bristle brush, or a power washer (max. 1500 psi).
 - Spray in the direction of the board grain using a fan tip nozzle (minimum 6 inches from the surface).
 - Use appropriate cleaning products only.
 - Increase cleaning in spring and autumn to remove dirt and debris.
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Contact Information

For any warranty questions or claims, contact:

sales@ecodeckcanada.com

Eco Deck Canada Ltd • www.ecodeckcanada.com