



**25 YEAR
LIMITED WARRANTY**

WHAT THIS LIMITED WARRANTY COVERS

TruNorth Composites Inc. warrants its products (the “TRUNORTHDECK”) to be free from material defects in workmanship and materials, and shall not split, splinter, rot or suffer structural damage from termites or fungal decay for a period of twenty-five (25) years for Residential application. For purposes of this warranty, a “Residential application” shall refer to a single-family residential homeowner. This warranty is freely transferable to subsequent buyers of the property upon which the TRUNORTHDECK products were originally installed. Technical information is available on our website www.trunorthdeck.com or you can contact us directly.

This **LIMITED WARRANTY** is subject to the following conditions:

1. This limited warranty applies only to TRUNORTHDECK that are both purchased and installed in Canada or the United States.
2. TRUNORTHDECK must be installed in accordance with the pre-approved design and installed in compliance with local building code requirements.

FADE WARRANTY: TruNorth Composites Inc. warrants that the product will not fade from original manufacturing colour with more than “Excessive Colour Fade.” Excessive Colour Fade is defined as fading by a colour change of more than 5 Delta E (CIE) units.

STAIN WARRANTY: TruNorth Composites Inc. warrants that the product will resist permanent staining from food and beverage items that may be spilled onto the surface of the product, including items such as condiments (barbecue sauce, ketchup, mustard, mayonnaise), salad dressing and salad oils, grease, tea, wine, coffee, fruit punch, sodas and other food and beverage related items that would typically be present on a residential deck, provided such substances are removed from the product with soap or water or mild household cleaners after no more than one (1) week of exposure of the substances to the surface of the product.

Notwithstanding the foregoing, TruNorth Composites Inc. does not warrant that the product is stain-proof, and does not warrant stain resistance resulting from spilled or otherwise applied food and beverage substances which are not properly cleaned as provided above within one (1) week of exposure. In addition, this warranty does not cover any staining or damage of the product resulting from abrasive compounds of acidic or basic Ph, paints or stains, strong solvents, metallic, rust or other abnormal residential deck use items, and non-food and non-beverage substances, including, but not limited to, biocides, fungicides, plant foods or other bactericides.

TERM OF WARRANTY: The term of this warranty shall begin on the date of original purchase and shall end twenty-five (25) years thereafter for Residential application. The warrantor will, at its option, either replace or refund the prorated portion of the purchase price as set forth in the “Prorated Refund Schedule” below for any defective TRUNORTHDECK products.

PRORATED REFUND SCHEDULE	
Years Since Purchase	Percent Purchase Price Covered
Years 1 – 10	100%
Years 11 – 13	80%
Years 14 – 16	60%
Years 17 – 19	40%
Years 20 – 22	20%
Years 23 – 25	10%

TruNorth Composites Inc. shall not be liable or responsible for damages in excess of the purchase price of the products.

WHAT THIS LIMITED WARRANTY DOES NOT COVER

This limited warranty covers only manufacturing defects and excludes all other causes of material failure including, but not limited to:

1. Improper product installation (including but not limited to improper gapping), non-conformance to local building code requirements, mechanical abuse, overloading, accidental and intentional damage, fire, hurricanes, lightning, hail, floods, earthquakes, tornados, windstorms, excessive ice and other casualties or acts of God;
2. Damage resulting from movement and/or collapse of the ground or substructure on which the products are installed;
3. Any other cause beyond the control of the manufacturer;
4. Ordinary wear and tear;
5. Damage or punctures caused by the use of metal shovels or sharp-edged tools to remove snow or ice on the surface of the product;
6. If the TRUNORTHDECK has been painted, stained, resurfaced or changed in any manner; and
7. This limited warranty excludes changes in the appearance of TRUNORTHDECK resulting from mould, mildew, stains of any kind, chemicals, fertilizers, physical or mechanical abuse, moisture or other environmental factors unique to the products use or geographical location.

During years 1 – 10 of the refund period TruNorth Composites Inc. will, at its option, either replace or refund all defective boards. During years 11 – 25 of the refund period TruNorth Composites Inc. will, at its option, either replace or refund all defective boards, based on the prorated refund schedule above.

HOW TO MAKE A CLAIM

To make a warranty claim, please contact TRUNORTHDECK directly in writing or via our website.

TRUNORTH COMPOSITES INC.
Warranty Technical Manager
55 Plant Farm Blvd., Brantford, ON
Canada, N3S 7W2
www.trunorthdeck.com

Your claim must be submitted within thirty (30) days of discovery and include a photographic image of the suspect product. Purchaser must make temporary repairs or cordon off the area at the Purchaser’s expense to protect all property and persons that could be affected. TruNorth Composites Inc. shall be allowed a reasonable opportunity and time to investigate the claim and to inspect the product. TruNorth Composites Inc., in consultation with customer, will determine disposition of product.