



# Australia Eovations Decking Warranty Form

Once completed, please email signed form through to sales@bluechipgroup.net.au to lodge warranty.

**CUSTOMER NAME** \_\_\_\_\_

**PROJECT ADDRESS** \_\_\_\_\_

**PURCHASED THROUGH** \_\_\_\_\_

*\*Please attach invoice from purchase*

**INSTALLED BY**

**Company Name** \_\_\_\_\_

**Phone Number** \_\_\_\_\_

**DATE OF COMPLETION** \_\_\_\_\_

**PRODUCT COLOUR** \_\_\_\_\_

**CUSTOMER  
SIGNATURE** \_\_\_\_\_

**DATE** \_\_\_\_\_

**CUSTOMER FEEDBACK**

**Please note:** If decking is installed by a Decorators Certified Pro, an additional 5 years is added to the warranty, as well as a 25-year Limited Removal and Replacement warranty.

**Terms & Conditions**

- Warranty is non-transferable through sale and only valid under original purchaser.

## **TRAXION CLEANING & MAINTENANCE**

### **Low Maintenance:**

TRAXION composite decking is virtually maintenance free, needing only periodic cleaning to keep it looking great however like any surface in your home TRAXION looks best when the surface is kept clean. Normal cleaning is as simple as using a broom or mop with a mild detergent. Please read and follow these instructions to keep your decking looking its best.

### **Cleaning Recommendations:**

Periodic washing with soap / detergent and water will help remove surface dirt. This will also help prevent the build-up of pollen, debris and spores that can cause and accelerate mould / mildew growth. A pressure washer should not be used to “blast” mould / mildew or soils from a decking surface. The abrasive nature of the water stream can potentially damage the material by driving the spores into the material, which may create a more challenging problem to remediate. A pressure washer with a fan tipped nozzle should be used only to lightly wet or rinse wood or composite decking surfaces. There are many decking wash and exterior cleaning products available at retail stores. It is important to make sure you use a cleaner specifically intended for your application. After selecting a product, be certain to read, understand and follow all instructions supplied by the manufacturer. Some cleaning products and inhibitors may be more effective than others, depending on the environmental conditions your decking is subjected to. Additionally, it is always a good idea to test the cleaner in a small inconspicuous area prior to applying it to the entire decking.

### **Basic Cleaning Agents:**

Composite wash/ cleaners usually contain sodium per carbonate and a detergent, which is effective on normal dirt and grime and bleaches out mould and mildew stains. Oxalic acid cleaners are effective on rust stains from metal furniture. Commercial degreasers contain propylene glycol, sodium hydroxide, and various detergents for removing grease and oil stains. Spot removers/ thinners can be used sparingly on particularly stubborn grease or oil stains but should be washed off quickly with water as they will attack the grain pattern. These normally include petroleum distillates, xylene, methanol, acetone, or other organic solvents.

### **Mould & Mildew:**

Mould and mildew can be a nuisance on any exterior building surface, regardless of the material. If conditions are right they will spawn on wood, plastic, concrete, metal and other surfaces. Mould formation is most prevalent in wet, shaded areas. Spores from the natural environment are carried by the wind and commonly land on decking surfaces. It is important to note that the appearance of mould/mildew is a function of nature, not necessarily a deficiency with the decking material.

### **Inhibitors:**

As with decking washers, there are several mould inhibitor products available from paint stores, hardware stores, online outlets and home centres to help prevent long term mould/mildew growth. For any product selected, be certain to read, understand and follow all instructions supplied by the manufacturer. Depending on the environmental factors affecting your decking some preventative cleaning products may be more effective than others. It may be necessary to try more than one product. For ongoing preventative maintenance, follow the manufacturer’s recommendation.

### **Mould Removal:**

Mould may form on any surface where moisture is prevalent, where there is heavy shading, or where pollen and debris are allowed to collect. To eliminate mould, use conventional decking washers or cleaners that contain sodium percarbonate and detergent. These cleaners can be found at most home centres.

**Staining:**

TRAXION resists accidental staining better than regular wood decking because it is a plastic and good composite however it is not Anti-slip. Many stains can be removed with household cleaners and degreasers. Best results are achieved if you act quickly after staining occurs. Don't allow stains to penetrate the decking's surface or to bake on under direct sunlight. If you use a barbecue grill on your decking, keep a splatter guard underneath it; grills are a major source of grease stains and burns. To prevent water from pooling on the decking surface and staining it, make sure the decking boards have gaps between them to allow standing water to drain.

**Scratches:**

Just as wood decking materials can get scratched or gouged, the surface of TRAXION can become scratched. We recommend allowing normal wear marks to fade, as they will blend in with the weathered colour. If the decking board does get scratched, you can use a wire brush and brush in the same direction as the original grain. In doing so, you will expose non-weathered decking and will experience a colour difference however this will weather in over time. Replace severely damaged pieces as you would with normal timber decking.

**Grime, Rust & Ground-in Dirt:**

In most cases, soap and water will maintain the appearance of TRAXION products. If grime, ground-in dirt or rust marks become a problem, use a cleaning product with an oxalic acid base. Do not use bleach, abrasive cleansers or pads when cleaning.

**Timber Stains:**

TRAXION requires only periodic cleaning with soap and water. Decking sealants are not recommended or required. While not recommended, TRAXION can be stained after three months of exposure to various weather conditions. When staining TRAXION ensure that the stain is intended for use on composite wood products. By choosing to stain TRAXION, a relatively low-maintenance product changes to one that will require more upkeep. Always test a small, hidden portion of the decking before staining the entire decking. Durability of stain products varies by manufacturer. Exposure to ultraviolet light and surface traffic will also affect the stain's performance. Most manufacturers' literature indicates re-staining about every two years. Composite wood products do not accept paint or stain as well as wood; therefore, they will not have the same appearance as painted or stained wood.

**Painting:**

Painting TRAXION is not recommended as most paints will not adhere to the surface well and will rapidly begin to peel. Composite wood products do not accept paint or stain as well as wood and it will not have the same appearance as painted or stained wood.

**Other Important Information:**

As with any exposed exterior surface TRAXION needs cleaning and maintenance to look its best and accordingly it is ultimately the clients responsibility to clean and maintain the product as required to maintain the desired performance and appearance. TRAXION is not suitable for structural use. It should not be used for primary load bearing members such as posts, beams, joists or stringers. The same common sense precautions should be taken when handling as with wood or other building materials. Dust masks and eye protection are recommended to avoid possible irritation from sawdust and chips. Gloves will help to protect the hands. Hands should be washed after doing construction work. Always follow all safety precautions and instructions when using and cleaning or other chemical products. Any construction or use of the product must be carried out by a qualified installer in accordance with good commercial practice and any relevant codes or standards such as but not limited to local zoning and / or building codes. The consumer assumes all risks and liability associated with the construction or use of this product. The consumer or contractor should take all necessary steps to ensure the safety of everyone involved in the project, including, but not limited to, wearing the appropriate safety equipment. All information contained in the brochure and all sales and transactions are subject to Blue Chip Group Pty Ltd terms of trading which are available on request.



# Australia Decking and Composite Railing Limited Warranty

## ELIGIBILITY

UFP Warranty Corporation (the “Warrantor”) is pleased to extend this Warranty to you, the original Consumer of the Deckorators product. This Warranty is valid for original Consumers of Deckorators Decking, Porch Flooring and Composite Railing material used in standard single family residential dwellings and may not be assigned or transferred by you. This Warranty only applies to product purchased and installed outside of the United States or Canada.

## 20-YEAR STRUCTURAL LIMITED WARRANTY

Warrantor will, at its option, either replace or refund the appropriate prorated portion of the purchase price as set forth in the “Prorated Refund Schedule” below for any Deckorators Decking or Composite Railing product used in a residential decking or railing application that splinters, corrodes or becomes structurally unfit due to rot, warp, cupping, checks or damage caused by termites or fungal decay within 20 years from the date of purchase.

## 20-YEAR LIMITED WARRANTY – STAIN RESISTANCE

Warrantor will, at its option, either replace or refund the appropriate prorated portion of the purchase price as set forth in the “Prorated Refund Schedule” below for any Deckorators Decking or Composite Railing product used in a residential decking or railing application that exhibits permanent staining in the first 20 years from the date of purchase when exposed to food and beverage spills, including wine, tea, coffee, fruit punch, sodas, catsup, salad oils, barbeque sauces, mustard and other food- or beverage- related items that would typically be present on a residential deck. This Warranty will only apply if an attempt is made by Consumer to remove any such spill from the decking material with water and mild household cleaners within forty-eight (48) hours of exposure to the surface, and such attempt is unsuccessful. Staining as a result of spilled abrasive compounds of acidic or basic pH, strong solvents, oil-based paints or stains, metallic rust and other abnormal items not commonly used on a residential deck are not covered under this Warranty.

## 20-YEAR LIMITED WARRANTY – FADE RESISTANCE

Warrantor will, at its option, either replace or refund the appropriate prorated portion of the purchase price as set forth in the “Prorated Refund Schedule” below for any Deckorators Decking or Composite Railing product used in a residential decking or railing application that exhibits “Excessive Color Fade” within the first 20 years from the date of purchase. Excessive Color Fade is defined as a change in color greater than five (5) Delta E (CIE) when calculated according to ASTM D2244 for all non-variegated color surfaces. Excessive Color Fade for variegated color surfaces is defined as an unreasonable amount of color change in excess of “Normal Weathering.”

## LIMITATIONS ON WARRANTY

**Structural Limitations:** This warranty covers replacement or refund of materials only. Liability and coverage for installation, freight, required permits, and all other related expenses are here expressly disclaimed. ONLY Deckorators Frontier and Vault decking material, manufactured with Eovations™ technology, may be installed in contact with the ground or submersion in water when a project design requires those conditions.

**Stain Limitations:** The Deckorators Decking and Composite Railing products are not stain-proof. Care must be taken to remove all food, beverage and other spilled materials with water and a mild household cleaner within forty-eight (48) hours of exposure. Stains resulting from spilled abrasive compounds of acidic or basic pH, strong solvents, oil-based paints or stains, metallic rust and other abnormal items not commonly used on a residential deck are excluded from coverage under this Warranty; Excluded stains include but are not limited to pet or human bodily fluids such as blood, vomit, urine or feces, and fungicides, bactericides, biocides and chemical-based plant food. Mold and mildew can settle and grow on any outdoor surface and, if not properly cleaned, can stain that surface. Staining associated with mold or mildew that is not properly cleaned within one week of first appearance is not covered under this Warranty. If stains persist, you will be required to produce documentation that you attempted to have the deck professionally cleaned at least one time prior to making a claim under this Warranty.

**Fade Limitations:** No decking material is fade-proof when exposed to sunlight and other common atmospheric conditions. Normal Weathering is to be expected over the life of the product and is not covered under this Warranty. Normal Weathering is defined as exposure to sunlight and extremes of weather and atmosphere that will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains. Warrantor shall not be liable for any incidental or consequential damages arising out of the use or ownership of this product. Some jurisdictions do not allow limitations on how long an implied Warranty lasts and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction.

This Warranty does not cover any product that:

- Is damaged by physical abuse, acts of God, acts of war, or other chemical or biological factors.
- Has not been installed in accordance with the manufacturer's installation guidelines and local building codes.
- Has been abused, placed under or subjected to abnormal residential-use conditions or has surface damage or surface punctures.
- Has been painted, coated, used, modified or otherwise treated in any manner other than as intended by Warrantor.
- Has been directly or indirectly exposed to extreme heat (in excess of 250 degrees Fahrenheit).

Failure to follow any restrictions or warnings supplied with the product shall make the Warranty null and void and of no further effect. Warrantor reserves the right to investigate any claim and to inspect the materials for which a claim is made. Proper installation is a condition to coverage under this warranty. Warrantor shall be allowed the opportunity to inspect the materials in their installed condition to determine whether or not the materials were properly installed. Disassembly of the materials prior to inspection by warrantor shall make the warranty null and void. Any construction or use of this product must be in accordance with all local zoning and/or building codes. The Consumer assumes all risk and liability associated with the construction or use of this product. The Consumer or contractor should take all necessary steps to ensure the safety of everyone involved in the project, including, but not limited to, wearing the appropriate safety equipment.

#### **CLAIM PROCEDURE**

To make a claim under this Warranty, the Consumer must, within ninety (90) days of actual or constructive notice of damage covered by this Warranty, do the following:

1. Prepare a letter that includes the following information:
  - A list of the number of pieces and the size of each piece for which the claim is made.
  - Proof of Purchase of the product, as shown on the original invoice or receipt.
  - Proof of Warranty, as evidenced by the original UPC or end-tag from the product, or a copy of the mark on the product.

2. Mail the above information to:  
UFP Warranty Corporation  
2801 East Beltline NE  
Grand Rapids, MI 49525

#### **PRORATED REFUND**

<b>SCHEDULE Years since purchase</b>	<b>Percent purchase price covered</b>
Years 1 - 6	100%
Years 7 - 10	80%
Years 11 – 14	60%
Years 15 – 18	40%
Years 19 – 21	20%
Years 22 – 25	10%

**THIS WARRANTY SETS FORTH THE ENTIRE RESPONSIBILITY OF THE WARRANTOR. WARRANTOR HEREBY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OF THE PRODUCT FOR A PARTICULAR PURPOSE. WARRANTOR SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE PURCHASE, USE, OR OWNERSHIP OF THE PRODUCT. PURCHASE OF THE PRODUCT IS ACCEPTANCE OF THE TERMS OF THIS WARRANTY.**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits under this Warranty are in addition to other rights and remedies under a law in relation to the goods to which this warranty relates.

Some jurisdictions do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This Warranty gives you specific legal rights, and you may have additional rights that vary from jurisdiction to jurisdiction.

**THERE ARE NO OTHER WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.**