

Narangba Composite Decking Warranty



Narangba Composite Decking will remain free from manufacturing defects and will not, splinter, delaminate, rot or suffer termite damage and fungal decay.

Limited Warranty Period

Residential: 25 years. Commercial: 10 years.

Claim Procedure

In order to proceed with a Warranty claim the Purchaser must send to Narangba Timbers no later than 20 days after any discovery of a possible nonconforming nature of or other failure of the Narangba Composite Decking product, the following:

- A copy of this Warranty Document
- Proof of original Purchase from Narangba Timbers
- Photos or other supporting evidence of the defects

Must show:

- Date of the original purchase
- That sufficient Narangba Composite Decking has been purchased to cover the number of linear metres claimed to be damaged.

Upon discovering a possible defect the purchaser shall, at the purchaser's sole expense, make temporary repairs or cordon off the area to fully protect all property and persons that could be affected. Upon written request, the Purchaser must allow a Narangba Timbers representative to enter the property to inspect the alleged non-conforming product. The Purchaser is not authorised to make any permanent repairs or remove any of the product prior to Narangba Timbers having completed its claim investigation and, should the Purchaser violate these requirements, such violations shall serve to invalidate and terminate the Limited Warranty.

Pro-Rated Limited Warranty Schedule:

Claim Recoverable %	10 Year Commercial	25 Year Residential
100%	0-4 years	0-8 years
70%	5-6 years	9-13 years
40%	7-9 years	14-18 years
10%	10 years	19-25 years

General Conditions, Exclusions and Limitations

This warranty does not cover damages attributable to:

- Improper installation including not following the Installation Guide.
- Failure to comply with any applicable laws or building codes, including but not limited to improper structural support, fastening, ventilation or gapping.

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- Use of product beyond normal intended use as decking.
- Movement, distortion, collapse or settling of the ground or the supporting structure upon which the product is installed.
- Defects in, or failure arising from decking or wall structure resulting from water caused by improper installation, workmanship, maintenance or repair.
- Weather events including but not limited to, flooding, cyclone, earthquake, lightning, hail.
- Fading, staining or spotting from or caused, in whole or in part, by fungal growth, organic materials, metallic oxides or particles, environmental pollutants, any foreign substances such as but not limited to oil, paints, stains and or chemicals.
- Exposure to any heat sources such as fire, cooking devices and or reflective surfaces.
- Improper handling, maintenance, storage, abuse or neglect to the product by any party.
- Intentional or unintentional misuse of the product, whether foreseeable or unforeseeable including general wear and tear.
- Expenses incurred in claiming under the Warranty.
- Use of any abrasive compounds on or near the product.
- Damaging, gouging, scraping or puncturing the surface of the product.
- No Warranty is given with respect to variations or changes in colour or embossing patterns.

Narangba Timbers shall not be responsible for labour costs and expenses incurred with respect to the replacement of any defective Narangba Composite Decking. No implied warranty or representation is made as to the suitability of the Narangba Composite Decking for, or actual performance, capabilities, or operation of the product at any property or under the conditions of Purchaser's use.

Who is Covered by this Limited Warranty

This warranty is given to the original purchaser, residential or commercial of Narangba Composite Decking. For the purpose of the Limited Warranty, the 'original purchaser' means the individual or individuals who were the owners of the real property upon which Narangba Composite Decking was installed. A 'residential purchaser' refers to a homeowner using the property for private use in a residential area, and a 'commercial purchaser' refers to any purchaser other than a residential purchaser.

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Stain and Fade Limited Warranty

Narangba Timbers does not warrant its Narangba Composite Decking products to be stain or fade proof. When installed, cared for and maintained properly in a deck environment, Narangba Composite Decking provides stain and fade resistance. However, no material is stain or fade proof, especially but not only when stains result from spilled or otherwise substances that are not properly cleaned or when the materials are exposed to years of UV Exposure and the elements. Without limitation on any other provision of this Limited Warranty, Narangba Timbers does not warrant for stain resistance resulting from spilled or otherwise applied substances that are not properly cleaned with soap and water or mild household cleaning products immediately. Stain and Fade warranty is subject to the same General Conditions, Exclusions and Limitations as above. The Claims Process for Stain and Fade warranty claims is as per the above. The Pro-rated Limited Warranty Schedule above applies to Stain and Fade Warranty claims.