



# Limited Lifetime Warranty and 25-Year Limited Fade & Stain Warranty

deceuninck

## What Your Warranty Covers

This is to certify that Solstice™ Decking with SunShield and Korelite Technology have been installed in the residence owned by:

Homeowner: \_\_\_\_\_

Located at: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

Installation Contractor: \_\_\_\_\_

Product Supplier: \_\_\_\_\_

Congratulations on choosing Solstice Decking products for your home. Solstice Decking is an exclusive product line produced by Deceuninck North America, LLC (Deceuninck North America, LLC and the Solstice brand of products hereinafter collectively referred to as “Solstice”) and all Solstice products have been manufactured to exacting standards to ensure their beauty will last for years. That’s why all Solstice products (“Covered Products”) are backed by our exclusive Limited Lifetime Warranty, which provides warranty protection for consumers subject to certain conditions and limitations, and a Twenty Five Year Limited Stain and Fade Resistant Warranty that warrants the fade and stain resistance of Solstice Decking manufactured by Deceuninck.

- If the Covered Products are defective, we will replace them.
- The Covered Products are covered for as long as the Original Retail Purchaser owns the Covered Products.
- This Warranty is for Solstice Decking only and only when installed on a single family residential application.
- Warranty applies to the original owner (purchaser) of Solstice Decking as long as they own and occupy the residence upon which Solstice Decking was applied.

See Limited Lifetime Warranty and Twenty-Five Year Limited Stain and Fade Resistant Warranty for complete details. If you have additional questions about your warranty, just give us a call at 1-877-563-4251 or email us at [Support@Deceuninck-info.com](mailto:Support@Deceuninck-info.com). We thank you for choosing Deceuninck for your decking needs.

## How Do You Submit a Warranty Claim?

You must submit your claim in writing to Deceuninck within a reasonable period of time after the defect is discovered. To initiate a claim, you should contact our warranty services number at 1-877-563-4251 to receive a warranty claims packet. Receipt of a warranty claims packet does not constitute any commitment by Deceuninck that the claim has been accepted.

## Claims Process & Remedy

Deceuninck shall have ninety (90) days to inspect the Covered Products. If Deceuninck determines the claim is valid in accordance with this Warranty, Deceuninck agrees at its sole discretion to either;

Provide to the Original Retail Purchaser who still owns and occupies the home on which the decking was installed with deck boards to repair or replace the defective deck boards. Replacement material will be provided in an amount equal to the prorated schedule listed below. Replacement product will be provided that is as close as possible to the original material installed but there is no warranty relative to an exact match relative to color or design.

Refund the percentage of the actual purchase price of the material only as listed on the Prorated Warranty Schedule if a.) The claimant is willing to accept a refund or b.) Deceuninck deems the repair is not commercially viable and/or cannot be made in a timely fashion.

It is the responsibility of the homeowner to have complied with the recommended deck care and maintenance procedures outlined in our installation manual and available on the Deceuninck web site [www.deceuninck-americas.com](http://www.deceuninck-americas.com). To qualify for coverage, you must have tried to clean the affected area by using the cleaning procedure available on the web site. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your deck professionally cleaned (cleaning performed by a company specializing in professional cleaning) at your expense. If the affected area remains unsatisfactory after the professional cleaning, you must contact Deceuninck Customer Service at 1-877-563-4251 or email us at [Support@Deceuninck-info.com](mailto:Support@Deceuninck-info.com). It will be the claimant’s responsibility to supply photographs depicting the claim. In no event shall Deceuninck be liable for labor, installation or reinstallation costs related to defective Products. Additionally, our obligation under this Warranty shall in no event exceed the purchase price of the originally installed Products found to be defective.

The Warranty Period shall not be extended by any such replacements but the replacement Product shall continue to be covered during the remainder of the original Warranty Period. Deceuninck reserves the right to discontinue production of any Covered Product. If a Covered Product has been discontinued or is for some other reason no longer available, Deceuninck reserves the right to substitute another product of comparable function and quality for such Covered Product. Deceuninck shall not be liable for any indirect, incidental, punitive, consequential, exemplary or other damages of any kind whatsoever, whether any such claim is based upon theories of contract, warranty, negligence, tort, strict liability or otherwise. In any dispute over the performance of the Product, the purchaser shall have the burden of proof that the Product was installed and maintained in accordance with the Manufacturer's applicable instructions.

ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM DECEUNINCK WILL VOID THIS WARRANTY.

### Facts about the Installation of Solstice Decking Products

Solstice Decking Products are manufactured to perform best when installed by qualified professionals. While Deceuninck does not assume responsibility for installation of its Products, it does keep installers informed on new techniques and provides detailed installation instructions on all of its products which can also be viewed on our Web site ([www.deceuninck-americas.com](http://www.deceuninck-americas.com)) under the heading Solstice Decking. We frequently update our installation manuals with new and improved methods of application. You should discuss any product adjustments with the dealer, contractor or other party who performed the installation. These adjustments can best be made by the original dealer or installer since he or she is most familiar with your particular installation.

FAILURE TO FOLLOW THE RECOMMENDED INSTALLATION INSTRUCTIONS WILL VOID THE WARRANTY.

## Solstice Decking with SunShield and Korelite Technology Limited Lifetime Warranty

### Statement of Warranty

Subject to the terms, conditions and limitations set forth herein, Deceuninck warrants to the Original Retail Purchaser ("Purchaser") of Solstice Decking products ("Products") that the Covered Products are free from Covered Defects for the life of the original homeowner(s), as defined below.

"Deceuninck North America" or "Deceuninck" shall mean Deceuninck North America, LLC, whose principal business address is 351 North Garver Road, Monroe, Ohio 45050, USA.

"Original Retail Purchaser" is the initial purchaser of Covered Products manufactured by Deceuninck for resale as Solstice Products where such Products were purchased directly from an authorized Solstice Products dealer for use in the consumer's residential dwelling.

"Commercial Applications" shall be excluded from the Limited Lifetime Warranty AND Twenty Five Year Limited Stain and Fade Resistant Warranty which applies only to residential applications as set forth herein. For all other non-residential and commercial use purchasers otherwise qualifying as Original Retail Purchasers, this warranty will be limited to a period of twenty-five (25) years commencing on the date of installation and continuing as long as the Original Retail Purchaser remains in ownership of the structure. For all non-residential structures, including commercial applications, this warranty is non-transferable.

"Covered Products" shall mean the Solstice Decking Products when used in accordance with the recommendations and specifications of Deceuninck. This warranty is for material only excluding any labor or installation costs and does not extend to fasteners or any accessory products not specifically manufactured by Deceuninck under Solstice Products brand.

"Covered Defects" shall mean manufacturing defects in material and/or workmanship of Solstice Covered Products resulting in material checking, splitting, splintering, rotting, pitting, blistering or suffering structural damage from termites or fungal decay under normal exposures and conditions.

"Warranty Period" shall apply to the Original Retail Purchaser, as long as they own and occupy the residential dwelling upon which the material was applied. Any claims under this Warranty are expressly limited, at the sole discretion of Deceuninck North America, to either (i) the original retail purchase price of the Covered Products, or (ii) provide to the Original Solstice Decking Purchaser non-defective replacements of Covered Products.

"Warranty Transfer" shall mean this Warranty may be transferred one (1) time within the first five (5) years following the date of installation. Upon transfer the term of the Warranty shall be 25 years from the date of installation. Warranty Transfer shall be limited to residential consumer Original Retail Purchasers only.

(Continued on back panel)

## Solstice Decking with SunShield and Korelite Technology 25-Year Limited Stain and Fade Resistant Warranty

Solstice Decking with SunShield and Korelite Technology is designed to resist fading, and while no material is fade-proof when exposed to years of UV exposure of the elements, Solstice Decking is warranted not to fade by more than 5 Delta E (Hunter) Units for a period of twenty five years pro-rated from the date of installation.

### Stain Resistance Warranty Coverage

Solstice Decking with SunShield and Korelite Technology is designed to resist staining for a period of twenty five years when applied to a residential application. While no product is stain-proof, Solstice Decking does provide a high level of stain resistance to permanent stains resulting from spills of common food and beverage items including: wine, tea, coffee, fruit punch, soda, ketchup, mustard, salad oils, barbecue sauce and other food or beverage items that would typically be in use on a residential deck. When exposed to spills from these items the deck should be cleaned with mild soap and water no longer than one week after the spill has occurred. Materials not covered by the stain resistance warranty include but are not limited to abrasive compounds of acidic or basic pH, strong solvents, oil and water based paints or stains, acetone, methylethylketone, mineral spirits, petroleum ether, toluene, xylenes, methylene chloride, metallic rust or other abnormal contact from items not connected with a residential deck. Additional items not covered under the stain-resistant warranty include substances such as non-food and non-beverage exposures. Some examples include, but are not limited to, fungicides, bactericides, biocides, plant food, animal and human stains from fluid and waste.

### Prorated 25-Year Fade and Stain Warranty Schedule

Years From Date of Installation	Percent of Coverage for Non-Compliant Material
Year 1 to Year 10 .....	100%
Year 10 to Year 12 .....	80%
Year 12 to Year 14 .....	60%
Year 14 to Year 16 .....	40%
Year 16 to Year 18 .....	20%
Year 18 to Year 20 .....	10%
Year 20 through Year 25 .....	5%

### Limitations of Coverage THIS LIMITED WARRANTY DOES NOT COVER:

- (i) damages and defects resulting from the improper installation of Solstice Decking, including but not limited to, installation directly on top of or attached to a concrete slab, installation directly on the ground, installation on top of other decking, or any installation that does not provide for proper ventilation above, below and to the side, or lack of proper 1/8" side to side gapping between deck boards for drainage;
- (ii) damages resulting from defective fasteners, sub-structures or other components;
- (iii) defects or damages caused by accident, fire, flood, lightning, hurricane, tornado, sandstorm, earthquake or other acts of God, vandalism, misuse, abuse, harmful fumes, vapors or chemicals, settlement, structural shrinkage or distortion of the structure;
- (iv) defects resulting from the subsequent modification(s) of Solstice Decking including the external modification of Solstice Decking (e.g. application of primers, paints or solvents to the Covered Product);
- (v) mold or mildew growth, fading (less than 5 Delta E Hunter Units) or chalking due to normal effects of environmental weathering;
- (vi) exposure which is direct or indirect to heat which exceeds 250 degrees;
- (vii) improper installation of the product which does not follow either local building codes and (or) Deceuninck's installation instructions for Solstice Decking & Cellular PVC Decking;
- (viii) use of the product in non-residential deck applications;
- (ix) surface damage as a result of using shovels or sharp edged tools to remove snow and ice on the surface of the deck;
- (x) if the surface becomes punctured or damaged in any manner the twenty-five year stain and fade resistance warranty will be void. In addition if paint, stains or other coating materials are applied to the Solstice Decking this warranty is void.

IN NO EVENT SHALL DECEUNINCK BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, COSTS INCURRED IN THE FABRICATION OF SOLSTICE DECKING OR INSTALLATION OF SUCH SOLSTICE DECKING INTO OR ADJACENT TO THE STRUCTURE. THE PROVISIONS, TERMS AND CONDITIONS CONTAINED HEREIN CONSTITUTE THE ENTIRE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY. THIS WARRANTY SETS FORTH THE ONLY WARRANTY EXTENDED BY DECEUNINCK NORTH AMERICA TO THE ORIGINAL RETAIL PURCHASER WITH RESPECT TO THE COVERED PRODUCTS. DECEUNINCK NORTH AMERICA HEREBY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE. NEITHER DECEUNINCK/SOLSTICE NOR ANY REPRESENTATIVE OF DECEUNINCK/SOLSTICE EXPRESSES ANY OTHER WARRANTIES WITH RESPECT TO THE COVERED PRODUCTS.

This warranty gives you specific legal rights. You may also have other rights, which vary from state to state.

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