



Solid, Capped Composite Decking 25 Year System Warranty

Specialist Building Products Limited (hereafter known as “the Company”) offers this Limited Warranty to the original purchaser (the “Purchaser”) of Solidek capped polymer/wood composite decking products (“the Product”).

Warranty period

The Company guarantees the Product for a Warranty Period of 25 years from the date of the original purchase, under normal use and service conditions.

What is covered by this Warranty?

a. Physical integrity.

Subject to the exclusions and limitations set forth in this Limited Warranty, the Company warrants that, for the applicable Warranty Period, the Product shall remain free from material manufacturing defects and will not split, splinter, delaminate, rot or suffer structural damage from fungal decay or termites.

b. Stain and fade resistance.

Subject to the exclusions and limitations set forth in this Limited Warranty, the Company warrants, for the applicable Warranty Period, the Product will be resistant to permanent staining resulting from spills of food and beverage items that would typically be present on residential or commercial decking, and that the Product will be resistant to colour change from light and weather exposure as measured by colour change in excess of 5 Delta E (Hunter) units.

This Limited Warranty is applicable only to the extent that the Product was installed, cared for and maintained in accordance with the Solidek Care and Maintenance Instructions. Solidek written instructions are available from your Solidek supplier or your contractor or from Solidek at www.solidek.ae.

Note that the Company does not warrant its Products to be completely stain- or fade-proof. No material is completely stain or fade proof, especially (but not only) when stains result from substances that are not properly cleaned or when the materials are exposed to years of UV exposure and the elements.

Procedure for making a claim under this Warranty

If a fault occurs with the Product within the Warranty Period, then the Purchaser shall notify the Company in writing. To make a claim under this Warranty, the original Purchaser shall send to the Company, a description of the fault, proof of purchase and photographic evidence. The Company will investigate the fault and if necessary, appoint a representative to inspect the deck (any expenses incurred by the company will be charged to the Purchaser at cost and will be fully refundable if the Company’s Product is found to be at fault).

If the Product material is found to be at fault, then the Company will decide to either replace the material or refund a percentage of the original material purchase price.

For more details call **+971 54 331 5717**,
email enquiries@solidek.ae or visit solidek.ae





The Company will not accept any claim for any consequential losses, nor will any recompense be made to the Purchaser for initial or subsequent installation or removal costs.

PLEASE NOTE THIS WARRANTY IS NON-TRANSFERABLE

Exclusions from this Warranty

The Company does not warrant against and is not responsible for, and no implied Warranty shall be deemed to cover, any condition attributable (but not limited) to:

- Improper installation, workmanship, maintenance, cleaning, repair, handling or storage.
- Failure to abide by the installation and maintenance guidelines contained within any of the Solidek product literature.
- Mould or mildew growth (unless proved to have caused structural failure).
- Use of the Product in an application not recommended by the Company or a use which contravenes local or national Building Regulations.
- Movement, distortion, settling or collapse of the ground and/or supporting structure upon which the Product is installed.
- Discolouration, fading, spotting or staining from or caused, in whole or in part, by mould, mildew, other fungal growth, organic materials, metallic oxides or particles (including but not limited to rust or corrosion of any fasteners), dirt, other atmospheric or environmental pollutants, foreign substances such as grease or oil, or chemicals, including but not limited to, those found in cleaners.
- Use of abrasive compounds of acidic or basic pH, strong solvents, oil-based paints or stains, metallic rust, concrete or masonry products, air- or water-borne minerals and other items not normally used on residential decking.
- Direct or indirect contact of the Product with extreme heat sources (over 120 degrees Celsius).
- Normal weathering, defined as natural efflorescence, exposure to sunlight, weather and atmospheric conditions which causes any coloured surface to gradually fade, flake, chalk, or accumulate dirt or stains.
- Application of paints, stains, surface treatments or other chemical substances, including but not limited to, cleaners or pesticides.
- Fading, flaking or other deterioration of any paints, stains or other coatings placed on the Product.
- Variations in the colour of the Product.
- Any act of God (i.e. earthquake etc) or environmental act (pollution fallout etc).
- Variations or changes in colour of the Product.
- Faults due to improper handling or storage of the Product. If there is any dispute over a claim, the decision of the Company is final and binding.

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