



WHAT THIS LIMITED WARRANTY COVERS

TruNorth® Composites Inc. warrants its composite decking products ("TruNorth® Decking") 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 when installed in a "Residential Application." For the purpose 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 TruNorth® Composites Inc. products were originally installed. Technical information is available at www.trunorthdecking.com or by contacting TruNorth® Composites Inc. directly.

This LIMITED WARRANTY is subject to the following conditions:

1. This limited warranty applies only to TruNorth® Composites Inc. product that are both purchased and installed in **Canada or the United States**.
2. TruNorth® Composites Inc. product 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 its product will not fade from its original manufacturing color beyond "Excessive Color Fade," defined as a color change of more than 5 Delta E (CIE) units. Color variation between production batches, or differences resulting from normal weathering, exposure, or installation of replacement boards at a later date, are not considered manufacturing defects. Normal color variation due to weathering and exposure is not a defect and does not indicate product failure.

STAIN WARRANTY: TruNorth® Composites Inc. warrants that its product will resist permanent staining from common food and beverage substances typically present on a residential deck—such as condiments (barbecue sauce, ketchup, mustard, mayonnaise), salad dressing and oils, grease, tea, wine, coffee, fruit punch, and sodas—provided that such substances are removed with soap, water, or mild household cleaners within one (1) week of exposure.

This warranty excludes staining or discoloration arising from substances that are not removed within one (1) week of exposure, as well as from abrasive compounds, acidic or basic cleaners, paints, rust, or metallic residues. It also excludes stains caused by sunscreen, insect repellents, or other non-food chemicals, as well as plant materials, fertilizers, and other foreign agents. Additionally, damage or discoloration caused by reflective heat from Low-E glass, mirrors, or other reflective surfaces is not covered under this warranty. TruNorth® Composites Inc. does not warrant that the product is stain-proof.

TERM OF WARRANTY: The warranty term begins on the original purchase date and continues for twenty-five (25) years for residential applications. 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. TruNorth® Composites Inc. shall not be liable for damages exceeding the purchase price of the product. This warranty covers product replacement or refund only. It does not include labour, freight, removal, or installation costs. TruNorth® Composites Inc. shall not be liable for incidental, consequential, or special damages resulting from use or installation of TruNorth® Composite Decking.

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. products 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 installation or framing**, including insufficient joist spacing, inadequate blocking or support under picture frame or breaker boards, improper gapping, or failure to construct a level, square, and securely supported substructure in accordance with TruNorth®'s installation guidelines and local building codes.
2. **Improper framing or butt joint installation**, including use of butt joints without proper support. TruNorth® recommends avoiding butt joints where possible. Where used, triple joists and four (4) fasteners (two per board end) are required. Any gapping, separation, or movement at butt joints caused by thermal expansion or contraction is not covered under this warranty.
3. **Inadequate ventilation or drainage** beneath the deck structure, including failure to maintain the required 2" minimum unobstructed clearance between the bottom edge of a 2x6 joist (installed on edge with a 3/16" side gap) and grade, or failure to provide sufficient airflow and drainage to prevent water from pooling beneath the deck. Conditions that trap moisture between framing and decking or restrict proper ventilation are included in this exclusion.
4. **Fascia distortion, buckling, waviness, or oil-canning resulting from improper fastening**, including the use of standard deck screws or any fasteners not approved for fascia installation. Fascia must be installed using approved fascia fasteners designed to allow proper thermal expansion and contraction and must be fastened every 12" using the required fastening pattern. Improper fascia fastening is not a manufacturing defect and is not covered under this warranty. Structural movement or foundation issues, including settling, shifting, or failure of the substructure, posts, or beams that support the decking system.
5. **Heat damage, distortion, or discoloration** caused by reflection from Low-E glass, mirrors, or other reflective surfaces. Where significant Low-E glass exposure exists, joist spacing should not exceed 8" on centre, and boards should be fastened using screws and plugs rather than hidden fasteners.
6. **Use of unapproved fasteners, plugs, or attachment systems**, or improper fastener placement resulting in surface deformation, mushrooming, or board damage.
7. **Mould, mildew, or fungal growth** caused by trapped moisture, debris buildup, or inadequate ventilation.
8. **Damage from misuse or alteration**, including painting, staining, resurfacing, or modifying the original surface of the product.
9. **Ordinary wear and tear, fading, or color variation** within acceptable limits of weathering and use. Normal color variation due to weathering and exposure is not considered a defect.
10. **Failure to maintain the deck** according to TruNorth®'s recommended cleaning and maintenance instructions, or failure to use approved cleaning products.
11. **Damage or deformation resulting from** neglecting to use joist tape or protective sealing on pressure-treated joists, leading to premature substructure deterioration.
12. **Acts of God**, including fire, lightning, hurricane, hail, flood, earthquake, or other natural disasters.

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.

In no event shall TruNorth® Composites Inc. be liable for any incidental, consequential, punitive, exemplary, or special damages, including but not limited to loss of use, labour, removal, installation, or reinstallation costs. The company's sole obligation is limited to replacement or refund as set forth herein, and its total liability shall not exceed the original purchase price of the affected material.

If the original product has been discontinued, TruNorth® Composites Inc. reserves the right to substitute a product of comparable quality and value. Replacement products may vary in color or design from the original materials and are not guaranteed to be an exact match.



HOW TO MAKE A CLAIM: To make a warranty claim, contact TruNorth® Composites Inc. in writing or via www.trunorthdecking.com.

Your claim must be submitted within thirty (30) days of discovering the issue and include:

- Proof of purchase;
- Photographic evidence of the affected product; and
- A description of the installation and conditions of use.

Purchasers must take reasonable steps to protect property and individuals from further harm while the claim is under review.

TruNorth® Composites Inc. shall be allowed a reasonable opportunity to inspect and determine disposition of the product.



*Scan this QR code
with your device
to register your
warranty*

TRUNORTH® COMPOSITES
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.

No person or entity is authorized by TruNorth Composites Inc. to make any statement, representation, or promise regarding the performance or quality of TruNorth® products other than as expressly set forth in this limited warranty. This warranty may not be amended or modified except in a written document signed by an authorized representative of TruNorth® Composites Inc.