



Fiberon Pro-Tect Decking

20-Year Limited Performance Warranty and 20-Year Stain and Fade Performance Warranty

20-Year Limited Performance Warranty Coverage

This warranty covers Fiberon Pro-Tect decking for a period of twenty (20) years from date of the original consumer purchase from an authorized Fiberon product distributor. Fiberon ("Warrantor") warrants Fiberon Pro-Tect Decking will not check, splinter, delaminate, rot or suffer structural damage from fungal decay when used in conjunction with an above ground application in a residential structure, under normal residential use and is installed and maintained according to manufacturer's guidelines.

Fiberon Phantom Fasteners are warranted for 20 years from the date of proof of purchase against defects in material and workmanship when installed according to manufacturer's installation instructions. This warranty excludes rust. For best results, use only Fiberon branded or those approved surface and/or hidden fasteners listed on our website, www.fiberondecking.com. Fiberon branded hidden fasteners are specifically designed to provide optimum performance when used with Fiberon deck boards. The use of other types of fasteners may void the Fiberon warranty if it is determined that deck board failures resulted from the use of a non-approved fastener.

20-Year Stain and Fade Performance Warranty Coverage

Fiberon warrants the stain and fade resistance of Fiberon Pro-Tect Decking when properly installed and used as decking in residential applications. This warranty applies to all Fiberon Pro-Tect Decking products manufactured by Fiberon and is extended to the original homeowner (Purchaser), as long as they own the residence upon which the decking materials are installed.

Stain Resistance: Fiberon warrants that Fiberon Pro-Tect Decking is resistant to permanent staining for a period of twenty years from date of residential consumer purchase resulting from spills of food and beverage items that would typically be present on a residential deck. Spills should be removed from the decking material with soap and water and mild household cleaners immediately and no later than one week of exposure to the surface. If after this initial cleaning, the stains remain, refer to Fiberon's Care and Maintenance Instructions found on www.fiberondecking.com. Materials not covered in the stain resistant warranty include, but are not limited to, 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 abnormal residential deck use items. See limitations below for further details.

Fade Resistance: Fiberon warrants that Fiberon Pro-Tect Decking will resist color change from light and weathering exposure as measured by color change in excess of 5 Delta E (Hunter) units for a period of twenty years from the date of purchase.

Exclusions from Stain and Fade Warranty Coverage

Fiberon does not warrant its Fiberon Pro-Tect Decking products to be stain or fade proof. The surface of Fiberon Pro-Tect is engineered to offer ultra low maintenance performance. When used with proper design and construction practices and for use in the residential exterior deck environment, Fiberon Pro-Tect products provide a high level of stain and fade resistance.

Stain Resistance: Care must be taken to remove spilled materials with soap and water and standard household cleaners immediately and within a week after the occurrence of the spill. If after this initial cleaning the stains remain, refer to Fiberon's Care and Maintenance Instructions found on www.fiberondecking.com. Fiberon does not warrant stain resistance resulting from spilled or otherwise applied substances that are not properly cleaned with soap and water or mild household cleaners. Materials not covered in the stain resistant warranty include, but are not limited to, abrasive compounds of acidic or basic pH, strong solvents, oil based paints or stains, metallic rust or other abnormal residential deck use items, non-food and non-beverage substances, including for example, but not limited to, fungicides, bactericides, biocides, plant food, pet or human stains such as vomit, blood, urine and feces and mineral staining or hazing cause by masonry work, windblown dust or mineral laden water.

Fade Resistance: Fiberon Pro-Tect Decking surface technology is designed to resist fading. No material is fade proof when exposed to years of UV exposure and the elements. This fade resistant warranty is guaranteed to resist color change from light and weathering exposure as measured by color change in excess of 5 Delta E (Hunter) units for a period of twenty years from the date of installation. Other exclusions include direct or indirect contact with extreme heat sources (over 250 degrees).

Surface Damage: Never use METAL shovels or sharp edge tools to remove snow and ice on the surface of any Fiberon composite or PVC decking product. If the surface of Fiberon Pro-Tect Decking is damaged or punctured after the decking is installed, the twenty year stain and fade resistance will be voided.

Paint Or Other Surfaces Applied to Fiberon Pro-Tect Decking: If paint or other coating materials are applied to the Fiberon Pro-Tect Decking surface, the twenty year stain and fade resistant will be voided.

Installation

This Warranty does not cover costs of installation, removal or reinstallation. Warrantor's sole obligation is limited to replacement of the Product, and Warrantor shall have no further liability of obligation except as expressly stated herein. In no event will Fiberon be liable for any incidental, special, indirect or consequential damages resulting from any defect in the Product supplied, including but not limited to, damage to property. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

Responsibilities of Owners

For the warranty period stated, compliance with the recommended deck care and maintenance procedures must be followed. To qualify for coverage, you must have tried cleaning the affected area of your deck using the instructions indicated within this document and within the Care and Maintenance Instructions provided online at www.fiberondecking.com. If the affected area still remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your deck professionally cleaned at your expense. If the affected area remains unsatisfactory after the professional cleaning, you must contact Fiberon Consumer Support (800-573-8841) and provide proof of the professional cleaning within 30 days of the professional cleaning.

Any owner seeking remedies under this warranty must notify Fiberon in writing within 30 days after discovering a possible nonconformity of the Product, and before beginning any permanent repair. This written notice should describe the possible nonconformity and include the date the Product was installed. Immediately upon discovering any possible nonconforming Product, the owner must immediately make temporary repairs at the owner's expense to protect all property that could be affected. The owner must allow Fiberon to enter the property into which the Product is installed to inspect the possibility of nonconforming Product. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Purchaser's sole remedy for any claim whatsoever arising out of the purchase, use, storage or possession of Fiberon products (whether such claim arises is contract, warranty, tort, strict liability or otherwise), including without limitation any claim that Fiberon products failed to perform as warranted above, shall be replaced with new Fiberon product in an amount equal to the volume of defective material as listed on the prorated warranty schedule. Replacement material will be provided that is as close as possible in color, design and quality to the original installation, but we do not guarantee an exact match as colors and designs will change. Additionally, claimant agrees to the use of surface fasteners as adequate for reinstallation of the furnished board, irrespective of existing deck method. Warrantor may elect to refund the percentage of the original purchase price listed on the Prorated Warranty Schedule in lieu of replacing the product or if Fiberon deems the repair is not commercially practicable or cannot be made in a timely manner.

To obtain replacement, the original owner must send this warranty certificate, copy of original proof of purchase and photos of the issue to the address at the bottom of this document. Such proof of purchase must be from an authorized Fiberon product dealer and must show (1) the date of the purchase and (2) that sufficient Fiberon product has been purchased to cover the number of lineal feet claimed to be damaged. Fiberon must make a determination on the claim before any permanent repairs or removal of materials may be undertaken.

Warrantor shall not be liable for installation, removal or reinstallation costs or for any indirect, punitive, exemplary or consequential damages of any kind. Fiberon does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to: (1) improper installation of Fiberon products and/or failure to abide by Fiberon's installation guidelines, including but not limited to improper gapping; (2) use of Fiberon products beyond normal residential use or in an application not recommended by Fiberon's guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which Fiberon products are installed; (4) Defects to or failure arising from decking structure resulting from water caused by improper installation, workmanship, maintenance or repair; (5) any act of God (such as flooding, hurricane, earthquake, lightning, etc.); (6) discoloration caused by aggressive atmospheric pollutants including but not limited to metallic oxides or particles and airborne mold or mildew; (7) staining from foreign substances such as dirt, grease, oil, harsh chemicals found in cleaners or normal weathering (defined as natural efflorescence, exposure to sunlight, weather and atmospheric conditions which will cause any colored surface to gradually fade, flake, chalk, or accumulate dirt or stains); (8) damage resulting from fire or exposure to excessive heat sources such as cooking devices or retro-reflective surfaces; (9) the application of improper paints, stains, surface treatments or other chemical substances including but not limited to unapproved cleaners, pesticides; (10) climate change or any other cause beyond the control of Fiberon; (11) variations or changes in color of Fiberon products; (12) improper handling, storage, abuse or neglect of Fiberon products by Purchaser or third parties; (13) ordinary wear and tear; (14) impact from foreign objects ; or (15) any fasteners not supplied or approved by Fiberon.

The purchaser is solely responsible for determining whether Fiberon product meets the requirements of any applicable safety code or similar regulation. No person or entity is authorized by Warrantor to make any statement or representation, as to the quality or performance of Fiberon product, other than as contained in this Limited Warranty and it may not be altered except in a written instrument signed by Warrantor and buyer. Some states do not allow limitation on how long any implied warranty lasts and/or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

For further information, contact:
 Fiberon, Consumer and Technical Support Department
 198 Random Dr., New London, NC 28127
 phone 800-573-8841 | fax 704-463-7330 | email info@fiberondecking.com | www.fiberondecking.com

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Fiberon Pro-Tect Decking 20-Year Limited Performance Warranty and 20-Year Stain and Fade Performance Warranty	
Year of Claim	Recovery
0 - 10	100%
11 - 12	80%
13 - 14	60%
15 - 16	40%
17 - 18	20%
19 - 20	10%