

15 Year Warranty



Hoppings Softwood Products Plc hereby certify that when fixed appropriately in accordance with the relevant design guidance **Q-Deck**® timber decking products and **Q-Garden**® timber products shall be deemed under warranty for 15 years from the date of supply.

CONDITIONS OF WARRANTY

The component shall have been supplied by Hoppings or by an authorised **Q-Deck**®/**Q-Garden**® retailer. Proof of date and purchase of the timber and **Ensele**® end grain preservative or **Ronseal**® end grain preserver must be produced to this effect.

Timber should always be treated in its final form. However, any timber exposed by cross-cutting, notching or boring after treatment must be liberally swabbed with two coats of Arch **Ensele**® brush-on end grain preservative, in accordance with the Arch Code of Practice for **Tanalith**® E pressure treated timber or the manufacturers instructions. Where possible cross-cut ends must not then be placed in the hazard zone of the design (ie. in ground contact).

The component shall have been fixed and maintained in accordance with appropriate guidance in force at the time. eg. the Timber Decking Manual published by the Timber Research and Development Association and the current **Q-Deck**®/**Q-Garden**® point of sale leaflet and website.

EXCLUSIONS OF WARRANTY

- **Q-Deck**®/**Q-Garden**® products placed in fresh or salt water contact.
- **Q-Deck**®/**Q-Garden**® products supplied for installation outside UK mainland.
- **Q-Deck**®/**Q-Garden**® products removed from their original installation and re-used at a new location.

- Degrade caused by poor maintenance, such as allowing the accumulation of dirt and other organic matter to occur, or by a material change in the installation environment.
- Failure due to **Q-Deck**®/**Q-Garden**® components being used for any purpose for which they were not designed.

TRANSFERABILITY OF WARRANTY

The **Q-Deck**®/**Q-Garden**® 15 year warranty is fully transferable to new owners of the installed deck without notification.

UNDERTAKING

The warranty is for the cost of re-supply, by Hoppings, of a component that is proven to have failed as a result of fungal decay or insect attack, **FREE OF CHARGE**. It does not cover the costs of removal or reinstatement of such components or consequential costs or loss due to failure of the component.

The term 'fungal decay' as used in the warranty refers to wood destroying fungi that feed on and degenerate the wood cell walls. It excludes staining and mould fungi associated with the weathering of wood.

The term 'failed' refers to damage caused by fungi to such an extent that the component is **no longer fit for purpose**.

STATUTORY RIGHTS

This warranty is in addition to the purchaser's normal statutory rights.