



## Q-SHADES PRODUCTS

### 15 Year Warranty

Hoppings Softwood Products Plc hereby certify that when fixed appropriately in accordance with the relevant design guidance **Q-Shades™** 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-Shades™** retailer.

Any timber exposed by cross-cutting, notching or boring after treatment must be liberally swabbed with two coats of **Ensele®** brush-on end grain preservative or **Ronseal®** end grain preserver or **Hickson® Decor** End Grain Preservative, in accordance with the manufacturers instructions.

Proof of date and purchase of the timber and **Ensele®** end grain preservative or **Ronseal®** end grain preserver or **Hickson® Decor** End Grain Preservative must be produced to this effect.

The component shall have been fixed and maintained in accordance with appropriate guidance in force at the time. eg. the Timber Decking and Timber Cladding Manual published by the Timber Research and Development Association and the current guidance in print or on [www.qualitydecking.co.uk](http://www.qualitydecking.co.uk) and [www.timber-cladding.co.uk](http://www.timber-cladding.co.uk)

The surface of the **Q-Shades™** products must be suitably maintained.

External timber gets contaminated with surface pollutants, such as dust, dirt, insects, etc and so **Q-Shades™** components should be brushed down regularly and ideally washed with clear soapy water every summer.

After approximately 2-3 years, it may be necessary to re-coat the **Q-Shades™** using **Q-Shades™** brush-on finish to rejuvenate the original colour. Alternatively use of a microporous film forming paint system such as **Bedec Barn** paints is suitable if an opaque finish is required.

Always follow the paint manufacturer's instructions.

That any caulk lines (gaps between **Q-Shades™** cladding that are sealed with a proprietary sealant) are suitably well maintained to keep moisture out of the joint and cavity behind the cladding. If the caulk line fails in any way moisture can get trapped and put **Q-Shades™** cladding at a greater degree of risk of fungal decay/insect attack.

#### EXCLUSIONS OF WARRANTY

- **Q-Shades™** products placed in fresh or salt water contact.
- **Q-Shades™** products supplied for installation outside UK mainland.
- **Q-Shades™** 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 i.e. where a Use Class 3 component is 'in effect' being unnecessarily subjected to Use Class 4 conditions such as a leaking gutter.
- Failure due to **Q-Shades™** components being used for any purpose for which they were not designed.
- Degrade of the colour wash finish due to wear and tear such as excessive pedestrian traffic, vehicular or animal traffic and the dragging of heavy objects including furniture, plant pots, tools etc.

#### TRANSFERABILITY OF WARRANTY

The **Q-Shades™** 15 year warranty is fully transferable to new owners of a structure/building without notification.

#### UNDERTAKING

The warranty is for the cost of resupply, 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 performance/failure of the **Q-Shades™** colour wash finish or the staining/dischouration of the **Q-Shades™** colour wash finish or product. 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.

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The warranties are wholesaler/manufacturer to consumer/buyer warranties.

However the initial raising of a complaint should be directed to the authorised retailer from where the goods were purchased.

The complaint should be made in writing/e-mail and must include proof of purchase ie. a copy or scan of the original invoice.