



Warranty Information for Q-Deck/Q-Grip

Q-DECK® AND Q-GRIP® 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-Grip® 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-Grip® retailer. Proof of date and purchase of the timber and end grain preservative must be produced to this effect. Only Q-Deck® sub-frame timbers are deemed suitably fit for use with Q-Deck®/Q-Grip® components. This warranty explicitly excludes the use of non Q-Deck® sub-frame components as Hoppings cannot control the specification or quality of such products and these components could expose correctly preservative treated timber to a greater degree of risk of fungal decay/insect attack.

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 brush-on end grain preservative, in accordance with the manufacturers instructions.

Where possible cross-cut ends must not then be placed in the hazard zone of the design (i.e. in ground contact). The component shall have been fixed and maintained in accordance with appropriate guidance in force at the time. e.g. the Timber Decking Manual published by the Timber Research and Development Association and the current Q-Deck®/Q-Grip® point of sale leaflet and website.

EXCLUSIONS OF WARRANTY

- Q-Deck®/Q-Grip® products placed in fresh or salt water contact.
 - Q-Deck®/Q-Grip® products supplied for installation outside UK mainland.
 - Q-Deck®/Q-Grip® 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.
- Failure due to Q-Deck®/Q-Grip® components being used for any purpose for which they were not designed.
 - The adhesion of Q-Grip® strip to associated Q-Deck® and/or non-Q-Deck® decking boards.

TRANSFERABILITY OF WARRANTY

The Q-Deck®/Q-Grip® 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. 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 i.e. a copy or scan of the original invoice.

Warranty Information for Q-Grip



Q-GRIP SLIP RESISTANT DECKING WARRANTIES & EXPECTED SERVICE LIFE

CONDITIONS

The Q-Grip slip resistant decking Warranty covers “failure” of GripDeck® Anti Slip Technology, incorporated into the following products:

Q-Grip York, Canterbury & Bespoke slip resistant Decking | Q-Grip Strip

GripDeck® Anti Slip Technology is defined as ...

The unique GripDeck® combination of specialist epoxy resin embedded with anti slip bauxite aggregate (close to the hardness of diamonds) encased in either timber decking or a timber channel, manufactured to GripDeck’s exact specification.

FAILURE is defined as follows:

- Excessive wear of the anti slip aggregate, to below the top surface of the timber or the surface in which it has been installed.
- De-bonding of the epoxy resin from timber grooves or strips in which it sits or any de-bonding of the anti slip aggregate from the epoxy resin.

Failure Exemptions: -

- Failure does not include the failure of the timber decking or any materials to which GripDeck® Anti Slip Technology has been fixed.
- Failure does not include any malfunctions caused by incorrect installation carried out by any third party. This includes failure of the adhesive. See Q-Deck fitting advice online and in-print for more information.
- Failure does not include excessive wear to any non-bauxite or dynagrip aggregate. Coloured Quartz Aggregate for example is not covered by this warranty.

The 5 Year Q-Grip slip resistant decking Warranty covers “failure” of GripDeck® Anti Slip Technology, incorporated into the following products:

Q-Grip York, Canterbury & Bespoke slip resistant Decking

The 5 Year Q-Grip slip resistant decking Warranty is subject to the following conditions:

- Where GripDeck® inserts are factory applied and bonded into decking, any decking treatment must be applied AFTER the GripDeck® inserts have been bonded into the grooves for the warranty to apply.
- The warranty is only valid where GripDeck® Anti Slip Technology is used by pedestrian traffic. Vehicular or animal traffic is not covered by the 5 Year Warranty. Use of metal wheel trolleys across GripDeck® Anti Slip Technology or dragging of heavy objects, including furniture, large plant pots or tools etc. will invalidate the warranty.
- No guarantee is offered against impact damage or failure brought on by failing timbers or damage or failure caused by excessive movement of timbers, vandalism, extremely high levels of pedestrian traffic or poor installation.

Freephone Hoppings Helpline 0800 8496339

Warranty Information for Q-Grip Decking



1 YEAR Q-GRIP SLIP RESISTANT DECKING WARRANTY

The 1 Year Q-Grip slip resistant decking Warranty covers “failure” of GripDeck® Anti Slip Technology, incorporated into the following products:

Q-Grip Strip

The 1 Year Q-Grip slip resistant decking Warranty is subject to the following conditions:

- The warranty is only valid where GripDeck® Anti Slip Technology is used by pedestrian traffic. Vehicular or animal traffic is not covered by the 1 Year Warranty. Use of metal wheel trolleys across GripDeck® Anti Slip Technology or dragging of heavy objects, including furniture, large plant pots or tools etc will invalidate the warranty.
- No guarantee is offered against impact damage or failure brought on by falling timbers or damage or failure caused by excessive movement of timbers, vandalism, extremely high levels of footfall or poor installation.
- The relevant Expected Service Life of between 5-10 years or 10 Years plus is only a guide under normal conditions and in no way can be used to extend the period of the 1 Year Warranty.

TRANSFERABILITY OF WARRANTIES

The Q-Grip slip resistant decking warranty is fully transferable to new owners of the components without notification.

UNDERTAKING

The warranty is for the cost of re-supply, by Hoppings Softwood products Plc, of a component that is proven to have failed as described above, 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.

MAKING A CLAIM

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 i.e. a copy or scan of the original invoice.

STATUTORY RIGHTS

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

Q-GRIP EXPECTED SERVICE LIFE

Under normal conditions Q-Grip slip resistant decking with GripDeck® Anti Slip Technology should remain effective for 10 years or more. Expected service life is only stated as a general guide and does not extend the Q-Grip Warranties.

10 Year plus Expected Service Life. The GripDeck® Technology incorporated into the following products, should have an expected service life of 10 years or more (on products using standard GripDeck® grey bauxite).

Q-Grip York, Canterbury & Bespoke slip resistant Decking

5-10 Year Expected Service Life. The GripDeck® Technology incorporated into the following products, have an expected service life of between 5 and 10 years (on products using standard GripDeck® grey bauxite).

Q-Grip Strip

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