

DURADEK™ “ULTRA” 10 YEAR MEMBRANE WARRANTY

Duradek™ Inc. guarantees to repair or replace any portion of the Duradek™ “Ultra” 60 mil vinyl decking membrane, which leaks as a result of a manufacturing defect in the product within 10 (ten) years from the date of its installation.

TERMS, CONDITIONS & LIMITATIONS

1. The Duradek™ System must be installed by an approved Duradek Applicator following currently approved installation methods.
2. Owner shall notify Duradek Inc. and the Applicator in writing of the need for any repairs covered herein promptly upon discovery and said repairs shall be commenced within a reasonable period of time after receipt of the said notice from Owner.
3. If there is a failure of the Duradek™ membrane within the scope of this warranty, Duradek Inc. agrees to repair or replace, at its option, inclusive of limited labor, the affected portion of the Duradek™ membrane with the same (or similar) color, design or grade of material. Duradek Inc. shall under no circumstance be liable for damage to the building or the contents of the building arising out of contract, tort or other action. No implied warranties extend beyond the term of this written warranty. No representative has authority to make any representations other than those stated herein.
4. To the extent allowed by the laws of each State or Province, the remedies provided under this warranty state the limit of Duradek Inc.'s responsibility.
5. This warranty shall not be applicable to damage or loss caused in whole or in part by:
 - a. natural disasters, including but not limited to lightning, wind, hail, floods, earthquakes;
 - b. acts of vandalism, terrorism, negligence, misuse, abnormal usage or abuse;
 - c. repairs or alterations to the deck without written approval;
 - d. settling, warping, or the failure of the structure to which the Duradek™ System is attached;
 - e. problems arising from improper preparation of the substructure or the materials used in the construction of such surface;
 - f. infiltration or condensation or moisture in, through, around, or above the walls of the building;
 - g. failure of materials not approved or furnished by Duradek Inc.;
 - h. ponding water caused by inadequate slope, improperly positioned drains or settling of the building;
 - i. failure of the structure to prevent ingress of wind, vapour diffusion or precipitation into the system;
 - j. growth of mold, fungus or spreading of bacteria.
6. Duradek Inc. warrants the surface appearance of the membrane for 5 years. Should the deck membrane, when installed and maintained in accordance with Duradek Inc.'s recommendations demonstrate excessive discoloration, blotchiness or any other aesthetic shortcoming over and above it's natural aging process, Duradek Inc. shall replace or re-coat the affected area in the following manner:
 - a. If the problem occurs and is reported in writing to Duradek Inc. within two (2) years of the installation date, the affected portion of the membrane (at Duradek Inc.'s discretion) will be replaced (or coated) inclusive of limited labor.
 - b. If the problem occurs and is reported in writing to Duradek Inc. after two (2) and within five (5) years of the installation date, Duradek Inc. shall provide materials only for replacement (or coating) and the customer will be responsible for the installation labor.
7. This warranty does not cover membrane appearance problems such as fading or discoloration resulting from, but not limited to: weathering; pedestrian traffic; misuse; neglect; hydrostatic pressure; fungus or bacterial growth; biodegradable matter; problems due to inadequate slope of the surface, improperly positioned drains, or building settling which results in ponding water; or nails, screws or substrate seams or cracks which become visible.
8. The following items, including but not limited to, are not the responsibility of Duradek Inc. or the Applicator during the repair or re-coat process:
 - a. removal and replacement of siding, stucco, railings, hot tubs, planters, furniture, carpeting or any other materials either permanently or temporarily attached to the decking.
 - b. cleaning the deck; replacement of the vinyl or recoating may require the application of a sealer. It is the responsibility of the owner to provide a clean surface for maximum adhesion of the new surface.
 - c. color matching of the membrane.
9. Duradek™ Systems may require a sealant (caulking) in a number of areas. This sealant is subject to annual inspection and maintenance by the building owners. Neither Duradek Inc. nor the Applicator are responsible for damages which are a result of the failure of the sealant , after the first complete year from the date of installation.
10. Duradek Inc. and the Applicator reserve the right to suspend their obligations under this warranty if all bills for installation supplies and services have not been paid in full. Proof of purchase and payment must be presented to obtain warranty coverage.
11. The warranty is offered by both Duradek Inc. and the Applying Contractor. Duradek Inc. is responsible for any materials related problems. The undersigned Applying Contractor is responsible for the workmanship and will facilitate any necessary repairs.
12. The Applying Contractor guarantees that the work has been performed in accordance with the most current standards and specifications set out by Duradek Inc. and is responsible for any workmanship related problems for a period of _____ years. The Applicator may offer an additional written warranty stating the scope of their responsibility.

Applying Company		Applying Company's telephone
Applying Company's Address		Date of Installation
SAMPLE ISSUED ONLY THROUGH AUTHORIZED DEALERS		
Building Owner's Name & Address		
Building Address (if different than above)	Signature – Applying Company Rep.	Date

CARE AND CLEANING OF YOUR DURADEK MEMBRANE

DURADEK™ is the finest deck waterproofing product available on the market today. It is installed by authorized applicators using the Duradek™ system of sheet vinyl, adhesives, trims and sealants.

PROTECT Duradek™ vinyl from scuffs, tears or excessive wear by using mats at doorways, stair landing or major traffic thoroughfares. Stair nosings will protect the vinyl for high use stairwells. Dragging heavy objects can cause scuffs or tears and should be avoided or protected against.

INSPECTION: The only regular maintenance other than cleaning is inspecting the caulking used to seal around posts, pillars, corners, vents and drains. Often the structure to which the vinyl sheeting is sealed will crack, shrink or shift, thereby breaking the seal. Yearly inspection will uncover such a problem. Your Duradek™ contractor can recommend and supply the proper sealant to correct it.

NON SKID vs. CLEANABILITY: The more textured the surface, the more effective the non-slip characteristics will be. The smoother the surface, the easier your vinyl surface will be to clean. Therefore, a heavily textured non-slip finish will require more cleaning effort and vice versa.

SNOW AND ICE: Use a plastic shovel to remove ice and snow. 'Rock Salt', 'Kitty Litter' and other snow-melting chemicals can be used, however the surface must be cleaned thoroughly with soap and water prior to letting the spring sun 'bake' and chemicals into the Duradek™ membrane.

GENERAL CLEANING: Your vinyl deck should be cleaned at least four times per year (more often if acid rain or airborne pollution is a problem in your area) using the Duradek Vinyl Cleaner available from your authorized contractor or Duradek. Follow the directions on the label. This cleaner is designed for vinyl and will NOT leave harmful chemical residue like many household cleaners may. Use warm water and a stiff broom, scrubbing in a circular motion to loosen the dirt. Spray with a garden hose (under pressure) to wash away the loose dirt. Flush thoroughly with clean water.

LEAF STAINS AND MOLD: Varying dilutions of household bleach, follow with Duradek Cleaner, rinse with water. Tannic acid stains from leaves are usually permanent, however, they may fade in the sun over time.

FOR TOUGH STAINS PLEASE CONSULT THESE CLEANING RECOMMENDATIONS:

Steps	1	2	3	Steps	1	2	3
Chewing Gum	D	A	B	Eye shadow	B		
Motor Oil	B			Spray Paint	B	E	
Mildew or Wet Leaves*	C	A	B	Shoe Polish*	D	B	E
Yellow Mustard	A	B	C	Oil Base Paint (Fresh)	D	B	E
Oil Base Paint (Dried)	D	A	B	Suntan Lotion*	A	B	E
Tar/Asphalt	D	A	B	Lipstick	A	B	
Latex Paint	A	B	E	Crayon	D	B	
Ketchup	A	B		Grease	D	B	E
Ballpoint Ink	A	B	E	Household Soil	A	B	
Permanent Marker*	B	C	E	Coffee, Tea, Chocolate	B		

- A: Medium Soft brush – warm soapy water/water rinse/dry
- B: FANTASTIK spray cleaner (only for a few minutes) water rinse/dry
- C: One (1) tablespoon ammonia to one (1) quart water/water rinse/dry
- D: Wipe or scrape off excess (chill gum with ice)
- E: Follow instruction of staining agent manufacturer

* Suntan lotions, wet leaves, permanent markers and some other products contain dyes that permanently stain.

Notes:

- * Always clean immediately. Test an unseen area of vinyl before cleaning stain.
- * All cleaning methods must be followed by a thorough rinse with water.
- * Certain household cleaners, powder abrasives, steel wool and industrial cleaners can cause damage and discoloration and are not recommended. Dry cleaning fluids and lacquer solvents should not be used, as they will remove the printed patterns and gloss. Waxes may contain dyes or solvents that can permanently damage the protective coating.
- * See Facts About Sheet Vinyl on our website at www.duradek.com



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