



Q-DECK® THERMOWOOD DECKING

20 Year Warranty

Hoppings Softwood Products Plc hereby certify that when fixed appropriately in accordance with the relevant design guidance **Q-Deck®** Lunawood shall be deemed under warranty for 20 years from the date of supply.

CONDITIONS OF WARRANTY

The component shall have been supplied by Hoppings or by an authorised **Q-Deck®** retailer. Proof of date and purchase of the must be produced to this effect.

Only **Q-Deck®** Use Class 4 sub-frame timbers are deemed suitably fit for use with **Q-Deck® Lunawood** components.

This warranty explicitly excludes the use of Use Class 3 **Q-Deck®** sub-frame components and non **Q-Deck®** sub-frame components as Hoppings cannot control the specification or quality of such products and these components could expose **Q-Deck® Lunawood** components to a greater degree of risk of fungal decay/insect attack.

Note: **Q-Deck®** Use Class 4 sub-frame components 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 **Ensele®** brush-on end grain preservative or **Ronseal®** end grain preserver or **Hickson® Decor** End Grain Preservative, in accordance with the Lonza Treated Timber User Guide for **Tanalith® E** pressure treated timber or the manufacturers instructions. Lack of use could again expose **Q-Deck® Lunawood** components to a greater degree of risk of fungal decay/insect attack.

Proof of date of purchase of **Q-Deck®** Use Class 4 sub-frame timbers and where applicable, of **Ensele®** brush-on end grain preservative or **Ronseal®** end grain preserver or **Hickson® Decor** End Grain Preservative must be produced to this effect.

The **Q-Deck® Lunawood** 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®** point of sale leaflet and guidance on the website www.qualitydecking.co.uk/technical.php

EXCLUSIONS OF WARRANTY

- **Q-Deck® Lunawood** products placed in fresh or salt water contact.
- **Q-Deck® Lunawood** products supplied for installation outside UK mainland.
- **Q-Deck® Lunawood** 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 **Q-Deck® Lunawood** component is 'in effect' being un-necessarily subjected to in ground contact conditions, such as those created by water or soil entrapment under planters or similar objects or conditions.
- Failure due to **Q-Deck® Lunawood** components being used for any purpose for which they were not designed.
- The adhesion of **Q-Grip®** strip to associated **Q-Deck® Lunawood** decking.

TRANSFERABILITY OF WARRANTY

The **Q-Deck® Lunawood** 20 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 **Q-Deck® Lunawood** and the weathering of **Q-Deck® Lunawood** due to exposure to ultra violet light.

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.