

# DURADEK™ "ULTRA" 15 YEAR MEMBRANE WARRANTY

Duradek ("Duradek" used herein shall refer to both Duradek Canada Ltd. and Duradek US 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 15 (fifteen) years from the date of its installation.

## TERMS, CONDITIONS & LIMITATIONS

1. The Duradek System must be installed by an approved Duradek Applying Contractor following currently approved installation methods.
2. The Owner (Owner refers to the legal owner of the property through the duration of the warranty period) shall notify Duradek and the Applying Contractor 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 agrees to repair or replace, at its option, the affected portion of the Duradek membrane with the same (or similar) color, design or grade of material, in the following manner;
  - a. if the problem occurs and is reported in writing to Duradek within ten (10) years of the installation date, Duradek will provide all materials and labor.
  - b. if the problem occurs and is reported in writing to Duradek after ten (10) years and within fifteen (15) of the installation date, Duradek will provide the membrane only. The customer will pay for all other products required in the installation, plus the cost of labor.
4. The membrane will be supplied to an Authorized Duradek Applying Contractor to facilitate the repair. Duradek shall under no circumstance be liable for damage to the building or contents of the building arising out of contract, tort or other action. No implied warranties extend beyond the terms of this written warranty. No representative has authority to make any representations other than those stated herein.
5. To the extent allowed by the laws of each State or Province, the remedies provided under this warranty state the limit of Duradek's responsibility.
6. 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 furnished by Duradek;
  - 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, vapor diffusion or precipitation into the system;
  - j. growth of mold, fungus or spreading of bacteria.
7. Duradek warrants the surface appearance of the membrane for 5 years. Should the deck membrane, when installed and maintained in accordance with Duradek's recommendations demonstrate excessive blotchiness, loss of pattern, or other aesthetic shortcoming over and above what would be considered its natural aging process, but not including dirt or any foreign material staining or being ground into the surface, Duradek will replace or re-coat the affected area in the following manner:
  - a. if the problem occurs and is reported in writing to Duradek within two (2) years of the installation date, the affected portion of the membrane (at Duradek's discretion) will be replaced (solid color products will be re-coated) at Duradek's expense.
  - b. if the problem occurs and is reported in writing to Duradek after two (2) and within five (5) years of the installation date, Duradek shall provide the vinyl membrane (only) for replacement (or a coating product (only) if the surface is a solid color). The customer will pay for all other products required in the installation or coating process, plus the cost of all labor.
8. This warranty does not cover membrane appearance problems such as fading or discoloration resulting from but not limited to: lack of adequate protection of the surface during construction or remodeling; weathering; pedestrian traffic; misuse; neglect; hydrostatic pressure; fungus or bacterial growth; biodegradable matter; incompatible materials; 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.
9. The following items, including but not limited to, are not the responsibility of Duradek or the Applying Contractor during the repair or re-coating 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 re-coating 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.
10. For all products used in conjunction with Duradek membranes and not supplied by Duradek, the responsibility for compatibility, performance guarantees and/or warranties rest solely with their manufacturer, and not with Duradek.
11. 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 nor the Applying Contractor are responsible for damages which are a result of the failure of the sealant, after the first complete year from the date of installation.
12. Duradek and the Applying Contractor 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.
13. The warranty is offered by both Duradek and the Applying Contractor. Duradek is responsible for any materials related problems. The undersigned Applying Contractor is responsible for the workmanship and will facilitate any necessary repairs.
14. The Applying Contractor guarantees that the work has been performed in accordance with the most current standards and specifications set out by Duradek and is responsible for any workmanship related problems for a period of \_\_\_\_\_ years. The Applying Contractor 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
Building Owner's Name & Address	
Building Address (if different than above)	Signature - Applying Company Rep. <span style="float: right;">Date</span>

15 YEAR WARRANTY 06-19

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## 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 (polypropylene backed only) at doorways, stair landings or major traffic thoroughfares. Dragging heavy objects can cause scuffs or tears and should be avoided or protected against. Do not extinguish cigarettes on vinyl membranes. Keep the vinyl looking great by wiping spills as soon as they occur and removing organic matter like leaves before they decompose which can cause staining. Avoid incompatible material such as rubber, pressure treated wood or cedar. Provide a layer of protection from metal or cedar furniture and planters by using plastic foot pads and planter trays. Ask for a remnant piece of vinyl (if available) from the installer for placing under barbecues for protection from grease stains.

**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. For caulking maintenance, use polyurethane caulking.

**SNOW AND ICE:** Use only 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' any chemicals into the Duradek membrane.

**GENERAL CLEANING:** The more frequently the deck is cleaned, the easier it is to keep clean. A 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 an authorized Duradek contractor or Duradek head office. 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. It is OK to use a pressure washer with a setting of no more than 1500 psi (max), and hold the nozzle (rotary or turbo nozzle) a minimum of 12 inches above the surface, being careful to avoid seams, railing attachments, caulking or house trims. **Flush thoroughly with clean water.**

### FOR TOUGH STAINS PLEASE CONSULT THESE CLEANING RECOMMENDATIONS:

**DURADEK VINYL CLEANER OFFERS THE BEST RESULTS FOR EVEN TOUGH STAINS.** These alternate cleaning solutions are an option for tough stains that our vinyl cleaner is unable to remove. If trying one of these options, there is risk of leaving a residue which can affect the performance or appearance of your Duradek vinyl deck surface. These options are to be done at your own risk and MUST be done when vinyl is cool to the touch and not in direct sunlight/peak heat of day. If damage occurs during or as a result of the cleaning process, it is the owner's responsibility to repair. Always use cleaners as directed by the manufacturer.

Steps	1	2	3	Steps	1	2	3	4
Ballpoint Ink Permanent Marker* **	B	C		Mold and Fungi	G			
Cedar*	B	F		Motor Oil	B	H		
Chewing Gum	D	A	B	Oil Base Paint (Dried)	D	A	B	K
Coffee, Tea, Chocolate	B			Oil Base Paint (Fresh) **	D	B	K	
Crayon	D	B		Pitch / Sap	B	I	J	
Grease **	D	B	H	Rust	E			
Household Soil	A	B		Shoe Polish* **	D	B		
Ketchup	A	B		Spray Paint **	B			
Latex Paint **	A	B	K	Suntan Lotion* **	A	B		
Lipstick	A	B		Tar/Asphalt	D	A	B	I
Mildew or Wet Leaves*	C	A	B	Yellow Mustard	A	B	C	

- A: Apply warm, soapy water for a few minutes to let the chemical action of the cleaner begin to "loosen" the dirt. Scrub with a relatively stiff bristle scrub brush in a north-south direction for a few minutes. Scrub in an east-west direction for a few minutes. Rinse well with water and let dry.
- B: FANTASTIK spray cleaner, Simple Green, or Formula 409 All-Purpose spray cleaner (only for a few minutes) water rinse/dry; or Cascade Powdered Dish Detergent with water, 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: Duradek Vinyl Cleaner gets the best results. Rust is very difficult to remove and should be cleaned immediately.
- F: Sun exposure over time will fade this stain type.
- G: One-third (1/3) cup powdered household detergent, four (4) cups household liquid bleach, two-third (2/3) cup Trisodium Phosphate, Twelve (12) cups water; OR Clorox Outdoor bleach at One (1) part bleach to Six (6) parts water. Use rubber gloves with these options. Rinse well.
- H: Citrus based engine cleaner, water rinse/dry.
- I: Citrus based asphalt & tar remover, water rinse/dry.
- J: Spray Aqua Net Hairspray directly onto the pitch or sap mark, then wipe off, water rinse well/dry with lint-free cloth.
- K: Apply a coating of hand sanitizer to paint with enough coverage to keep the area moist for 5 - 15 minutes. Wipe off with a rag or soft bristle brush. Re-apply as required; water rinse/dry.

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

\*\* Follow instructions of staining agent manufacturer.

### IMPORTANT NOTES - PLEASE READ CAREFULLY:

- Any cleaning agent, other than Duradek Vinyl Cleaner, is used at your own risk.
- Always clean immediately. Test an unseen area of vinyl before cleaning stain.
- All cleaning methods must be followed by a thorough rinse with water.
- Cleaning should be done when vinyl is cool to the touch and not in direct sunlight/peak heat of day.
- Certain household cleaners, powdered 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 pattern and gloss. Waxes may contain dyes or solvents that can permanently damage the protective coating.

**Caution** - Do not attempt to clean stains, paint or any blemish using any undiluted bleach, acetone, turpentine, lacquer thinner, ketone, acid or multipurpose stain or paint remover as you may cause removal of the vinyl print. **Cleaning solutions must be dabbed, NOT rubbed. Clean well with cleanser and water, and then flush thoroughly with lots of clean water.** Always test on an 'out of the way' place to ensure there will be no problems with the cleaning agent you've selected.

• See Care & Cleaning and Decking Facts/Maintenance on our website - [duradek.com](http://duradek.com)

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