

ECO-TECH LUMBER WARRANTY

The Product:

You have been supplied with **Eco-Tech** plastic lumber. You should be proud to have chosen **Eco-Tech** lumber. Not only does it give you superior life and damage resistance, when compared to alternative products, but you have chosen a product that is ecologically friendly. The **Eco-Tech** lumber is manufactured primarily using 98% recycled plastic. This process recovers waste plastics and reallocates wood products (generally used) to better applications. Best of all it can save you money. The **Eco-Tech** Lumber can give you years of Maintenance free life if treated properly. Below is information that is important to **your new Eco-Tech** recycled plastic lumber.

Warranty Information

Terms: **7 years workmanship or material**

All product installed by an approved supplier/installer or installed in accordance with **Eco Tech's** installation instructions, will be replaced if found to be defective, (workmanship or material), for a period of seven years. This seven (7) year warranty starts on the date of manufacture and expires seven (7) years from the manufacture date, as listed on shipment documents. For all installations, a warranty card * must be filled and sent to **Eco-Tech** for+B98 warranty verification. Any replacement of boards does not restart the warranty period. The date of manufacture/installation is still the validity test for all claims e.g.. A six (6) year old boards is replaced, the end of year seven (7) eliminates any future warranty claims. Claims can be filed at any time during the seven (7) year period. Claims will be handled through the appropriate warranty departments of the local distributor or **Eco-Tech's** warranty office. Eco-Tech reserves the right to inspect, investigate, and/or disallow any claims.

Terms: **25 years on rot, infestation, mold**

All product installed by an approved supplier/installer or installed in accordance with **Eco-Tech's** installation instructions, will be replaced if found to be defective for the above reasons

Remedy:

This warranty covers replacement of defective lumber only. Freight, labor, installation costs, or other associated costs do not apply. No other benefits are expressed or implied by this warranty.

Recyclability:

The **ECO-TECH** Lumber is 100% recyclable. It can be recycled anywhere HDPE plastics recycling is available, or can be returned freight prepaid to the manufacturer. Speak to your distributor or sales department for additional details.

Availability:

The **Eco-Tech** lumber is stocked for use in many sizes, but availability is always based on prior sale. It is, possible to have an out of stock situation. We reserve the right to have a five (5) week lead time on any and all claims. This time period will start when a specific claim is approved for warranty.

Warranty:

1. Defective: The definition of defective board is; any board that becomes cracked or broken in two or more pieces and affects over twenty-five percent (25%) of the board surface, vertically or horizontally (e.g. if a small piece cracks off one end but is not over 25% of the total, it is not warranted).
2. Product Installation: NEVER ATTEMPT TO REMOVE OR INSTALL **ECO-TECH** LUMBER AT TEMPERATURES BELOW 40 DEGREES FAHRENHEIT THE LUMBER MUST BE FORTY (40) DEGREES OR HIGHER. Eco-Tech Lumber can be installed or removed using common tools, but require specific procedures. Failure to use the proper procedures will void the warranty coverage and may damage the lumber.
3. Inspection: **ECO-TECH**, the retailer, or its representatives may require samples, pictures, and/or visual inspection of the lumber prior to a warranty claim being approved. We will attempt to make every consideration in favor of our customers needs and requirements, however, an on site inspection may be needed to verify claims. Any associated cost or demurrage time associated for such an inspection is not covered under warranty.

Items not covered under warranty:

1. Abuse/Damage: The **ECO-TECH** Lumber has been manufactured and tested to provide maximum life for you. This product is however not indestructible. Proper care must be taken at all times in the use of your lumber to keep heated or sharp items or from damaging your lumber (deck ect)... Consequentially damage of such occurrences may not be covered under warranty. Damage may also occur when installing, (ie pounding cutting and sawing) . This damage also may not be covered.
2. Corner cracks: Cracks that start on a side and move to the length of the lumber, but are not greater than twenty (20) inches are not warranted.

Items not covered under warranty - cont.:

3. Bending/bowing: The **ECO-TECH** lumber is manufactured to very exacting dimensions and is manufactured with plastics capable of absorbing great impact without failure. The plastic used is manufactured to bend (flex) during installation and while in use. Consequently, boards supplied for installation may be slightly deformed due to packaging and/or storage. This effect is only temporary. In most cases, laying the boards on a flat surface (opposite of the bow), or on their side, for twenty-four (24) hours will eliminate any deformation. Heat will also assist in this process. Any additional deformation can be straightened by applying counter pressure to a bowed board. Once installed a board may also expand or contract giving slight deformation of the installed lumber. This is normal and will not be covered under warranty. Using a hole larger than the finished fastener will eliminate much of this problem. Boards that bend or bow do not fall into a replacement category. It is also suggested to leave a 1/4" gap to accommodate expansion.

4. Tearing: Tearing is caused when a board is pulled from its position, typically while still installed to the posts. This condition usually occurs when a technician is attempting to remove a board. The lumber will tear or crack in a straight line vertically on the lumber or across the horizontal direction. This can be eliminated by using the proper tools and procedures during the product installation or removal.

5. Punctures: Punctures are not covered under warranty, however, tearing of a puncture may be covered.

6. Color: The **ECO-TECH** Lumber is supplied in several colors. Since the lumber is produced with recycled plastics, natural color variation will occur in the finished product. The color may fade over time. Our lumber is produced with an Ultra-Violet (UV) stabilizer and fading should be very minimal. Darker colors vary much less and is less prone to UV fading. Storage of this product in direct sunlight will accelerate the color fading and should be avoided.

7. Packaging: Great care has been taken in the manufacture and packaging of your **ECO-TECH** Lumber. Since we do not have any control over the shipment of your lumber, we suggest all packages be inspected upon delivery. If damage has occurred during shipment, the delivery carrier is in most cases liable. We do however encourage customer feedback on our carriers service.

8. A warrantee card must be filled out within 90 days of purchase or no claims will be allowed.

Contact:

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