

# INNOWOOD

## INNODECK Warranty

### *Above-Ground Residential and Commercial Decking*

|                   |                                           |
|-------------------|-------------------------------------------|
| Document No.      | IW-PS-104                                 |
| Version           | 1.0                                       |
| Status            | Approved for Customer Issue               |
| Effective Date    | As stated in IW-MW-001                    |
| Warranty Provider | INNOWOOD GLOBAL PTY LTD   ACN 682 880 182 |

#### Read with the Master Warranty

This Product Schedule forms part of the InnoDeck® Product Warranty Pack and must be read with IW-MW-001 — INNOWOOD Customer Master Warranty. This Schedule states the InnoDeck® coverage, Warranty Periods, proration and product-specific conditions.

#### Warranty Provider and First Point of Contact

INNOWOOD GLOBAL PTY LTD is the Warranty Provider under this Product Warranty Pack. The Supplying Entity identified as the seller on the customer's invoice or other authorised sales documentation is the customer's first point of contact for after-sales service and Warranty Claims and administers the claim in accordance with the Master Warranty.

## 1. Products and Approved Applications

### 1.1 Covered Products

This Product Schedule applies only to a Product that is identified as InnoDeck® in the customer's invoice or other authorised sales documentation.

This Product Schedule does not apply to any Product expressly covered by another INNOWOOD Product Schedule.

### 1.2 Approved Decking Applications

In this Product Schedule, Approved Decking Application means an Approved Application under the Master Warranty consisting of an above-ground residential or commercial pedestrian decking application permitted by the Applicable Product Documentation.

Vehicle traffic, heavy equipment, industrial loading and any other application not permitted by the Applicable Product Documentation are not Approved Decking Applications under this Product Schedule. Further application limits are set out in Clause 5.

### 1.3 Product Description

InnoDeck® Products are engineered composite decking boards intended for approved above-ground pedestrian decking applications.

### 1.4 Scope of Coverage

Coverage under this Product Schedule applies only to:

- (a) the covered InnoDeck® Product; and
- (b) any InnoFix™ 316 stainless steel screws expressly covered under Clause 3.2.

Unless expressly stated otherwise in this Product Schedule, coverage does not extend to project design, installation workmanship, ground conditions, subframes, supports, waterproofing, drainage, ventilation, railings, substrates or Third-Party Products.

## 2. InnoDeck® Product Documentation

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The Applicable Product Documentation for InnoDeck® includes, as applicable, the InnoDeck® Decking Installation Manual, Care and Maintenance Guide, technical data sheets, product specifications, standard details, technical bulletins and approved project-specific written requirements.

Those documents apply in accordance with Clause 1.3 of the Master Warranty. The eligibility, compliance and causation provisions in Clause 5 of the Master Warranty also apply.

## 3. InnoDeck® Warranty Coverage

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### 3.1 Structural Integrity Limited Warranty

Subject to the Master Warranty and this Product Schedule, the Warranty Provider warrants that, during the applicable Warranty Period, the covered InnoDeck® Product will remain free from a Manufacturing Defect that materially impairs its structural integrity or structural performance and causes:

- abnormal surface chalking resulting from material breakdown;
- cracking;
- delamination;
- rotting;
- structural failure resulting from fungal decay, where attributable to a Manufacturing Defect; or
- other material breakdown or structural failure.

A crack, mark, distortion, colour variation or other observable condition does not, by itself, establish a Manufacturing Defect. The reported condition must satisfy the requirements of this Clause 3.1 and be assessed in accordance with the Master Warranty.

This Structural Integrity Limited Warranty relates only to the structural integrity and structural performance of the Product itself. It does not mean that the Product is a structural load-bearing element or that the Warranty Provider warrants the design, construction or performance of the supporting deck structure.

For this Product Schedule, abnormal surface chalking means persistent powdering or surface degradation caused by breakdown of the Product material. Ordinary colour change, weathering, temporary whitening, dirt, cleaning residue, surface deposits or other appearance variation does not, by itself, constitute abnormal surface chalking or a Manufacturing Defect. The condition is covered only where objective assessment establishes material breakdown caused by a Manufacturing Defect.

### 3.2 InnoFix™ 316 Stainless Steel Screws

InnoFix™ 316 stainless steel screws supplied by the Supplying Entity, identified in the customer's invoice or other authorised sales documentation and expressly covered by this Product Schedule are warranted to be free from

defects in materials or manufacture for the one-year Warranty Period stated in Clause 4, commencing in accordance with Clause 4.3 of the Master Warranty.

For the purposes of this Product Schedule, covered InnoFix™ 316 stainless steel screws are Installation Accessories under the Master Warranty.

InnoFix™ 316 stainless steel screws provide enhanced corrosion resistance but are not corrosion-proof. Corrosion, tea staining or staining does not, by itself, establish a defect in materials or manufacture.

This coverage does not apply to the extent that any failure, damage or deterioration is caused or materially contributed to by exposure outside the applicable published limitations, marine or coastal conditions, poolside or chemically treated environments, contact with dissimilar metals, lack of maintenance, incorrect installation, unsuitable substrates, over-tightening, impact, chemical exposure, failure of the surrounding Product, subframe or supporting construction, or failure of a Third-Party Product.

## 4. Warranty Periods and Proration

### 4.1 Warranty Periods

| Coverage Category                   | Applicable Warranty                   | Warranty Period |
|-------------------------------------|---------------------------------------|-----------------|
| Residential Decking Application     | Structural Integrity Limited Warranty | 25 years        |
| Commercial Decking Application      | Structural Integrity Limited Warranty | 10 years        |
| InnoFix™ 316 Stainless Steel Screws | Materials and manufacture             | 1 year          |

Each Warranty Period commences in accordance with Clause 4.3 of the Master Warranty.

Coverage applies only while the Product remains installed and used within an Approved Decking Application and otherwise complies with the Master Warranty and this Product Schedule.

A **Residential Decking Application** means an Approved Decking Application installed at a private dwelling and intended exclusively for normal private residential use.

A **Commercial Decking Application** means an Approved Decking Application installed in a commercial, retail, office, hospitality, education, healthcare, public or institutional environment. It also includes residential common areas, communal facilities, short-stay accommodation and other areas subject to public, shared or higher-frequency pedestrian use, unless expressly classified otherwise in writing by INNOWOOD GLOBAL PTY LTD or its authorised warranty administrator.

Applications subject to unusually high, concentrated or continuous pedestrian traffic, loading beyond the published limits, or operating conditions materially different from normal commercial pedestrian use are not standard Commercial Decking Applications unless expressly approved in writing under project-specific warranty terms.

The remaining contractual Warranty for a Residential Decking Application may be transferred once in accordance with Clause 9 of the Master Warranty.

### 4.2 Residential Proration

For an accepted Warranty Claim relating to a Residential Decking Application, the maximum value of the contractual Warranty Response attributable to the affected Product is calculated using the applicable percentage below:

| Warranty Year of Claim | At or South of the Tropic of Capricorn | North of the Tropic of Capricorn |
|------------------------|----------------------------------------|----------------------------------|
|------------------------|----------------------------------------|----------------------------------|

|             |      |      |
|-------------|------|------|
| Years 1-10  | 100% | 100% |
| Years 11-13 | 70%  | 50%  |
| Years 14-16 | 50%  | 30%  |
| Years 17-19 | 30%  | 20%  |
| Years 20-22 | 15%  | 10%  |
| Years 23-25 | 10%  | 5%   |

### 4.3 Commercial Proration

For an accepted Warranty Claim relating to a Commercial Decking Application, the maximum value of the contractual Warranty Response attributable to the affected Product is calculated using the applicable percentage below:

| Warranty Year of Claim | At or South of the Tropic of Capricorn | North of the Tropic of Capricorn |
|------------------------|----------------------------------------|----------------------------------|
| Years 1-2              | 100%                                   | 100%                             |
| Years 3-5              | 70%                                    | 50%                              |
| Years 6-7              | 50%                                    | 30%                              |
| Years 8-10             | 20%                                    | 10%                              |

### 4.4 Application of Proration

The Warranty Year of Claim is determined by reference to the Warranty commencement date under Clause 4.3 of the Master Warranty and the date on which the Warranty Claim is submitted to the Supplying Entity.

The applicable percentage is applied to the original invoiced amount attributable to the affected Product accepted under the Warranty Claim. The form of Warranty Response is determined in accordance with Clause 8 of the Master Warranty, this Product Schedule and Applicable Law.

InnoFix™ 316 stainless steel screws are not subject to proration during their one-year Warranty Period. The maximum contractual contribution for accepted InnoFix™ 316 stainless steel screws is 100% of the original invoiced amount attributable to the affected screws.

### 4.5 Installations Outside Australia

For an installation outside Australia, the applicable proration category will be determined in writing by INNOWOOD GLOBAL PTY LTD, acting reasonably and, where appropriate, with input from the Technical Authority, by reference to the most comparable climatic exposure, latitude, ultraviolet intensity and project location.

## 5. InnoDeck Characteristics and Application Limits

### 5.1 Above-Ground Application, Drainage and Ventilation

An Approved Decking Application requires the Product to remain above ground and to be installed and maintained with adequate drainage and ventilation in accordance with the Applicable Product Documentation.

Continuous immersion, submerged conditions, direct ground contact, and applications that allow water to pond or remain trapped are not Approved Decking Applications under this Product Schedule. The Product must be suitable for the actual design, supporting construction, drainage, ventilation and Site Conditions.

## 5.2 Colour, Weathering and Surface Appearance

The normal ageing provisions in Clause 6.1 of the Master Warranty apply. This Product Schedule provides a Structural Integrity Limited Warranty only and does not provide a separate warranty against colour change, fading, staining, scratching, surface wear or loss of gloss.

Normal weathering, colour or gloss change, temporary whitening, tonal or batch variation, scratches, scuffs, dents, staining, cleaning residue and surface deposits do not, by themselves, constitute abnormal surface chalking or a Manufacturing Defect.

Such a condition is covered only where it satisfies the abnormal surface chalking or other coverage requirements in Clause 3.1 and materially impairs the structural integrity or structural performance of the Product.

## 5.3 High-Exposure Environments and Surface Maintenance

Coastal, marine, poolside, spa, chemically treated or other high-exposure environments may require more frequent cleaning and additional maintenance in accordance with the Applicable Product Documentation.

Mould, mildew, algae, dirt, pollen and other surface deposits may accumulate where environmental, exposure or maintenance conditions allow. Such accumulation is generally an environmental or maintenance condition and does not, by itself, constitute a Manufacturing Defect. The Product must be cleaned and maintained in accordance with the applicable Care and Maintenance Guide.

## 6. InnoDeck-Specific Exclusions

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The general exclusions in Clause 6 of the Master Warranty apply. In addition, this Product Schedule does not cover:

- use outside an Approved Decking Application, including use contrary to the requirements or limitations in Clause 5.1;
- normal weathering, colour or gloss change, tonal or texture variation, surface deposits or other appearance changes that do not satisfy the abnormal surface chalking or other coverage requirements in Clause 3.1 and do not materially impair the structural integrity or structural performance of the Product;
- surface damage or changes in appearance caused by abrasion, scratches, scuffs, dents, impact, staining, contamination or unsuitable cleaning products or methods;
- damage or deterioration caused by continuous immersion, direct ground contact, ponding water, trapped moisture, inadequate drainage or ventilation, or unsuitable Site Conditions; or
- damage or deterioration caused by excessive, concentrated or reflected heat from glazing, mirrors, metal surfaces, barbecues, fire features, heaters or other concentrated heat sources.

The causation principles in Clause 6.4 of the Master Warranty apply equally to the exclusions in this Clause 6.

## 7. Warranty Claims and Responses

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A Warranty Claim must be submitted in accordance with Clause 7 of the Master Warranty. The Claimant must provide the information and supporting evidence reasonably required under the Master Warranty.

If a Warranty Claim is accepted, any Warranty Response, including any applicable proration, will be determined in accordance with Clause 8 of the Master Warranty, Clause 4 of this Product Schedule and Applicable Law.

Repair or replacement applies only to the affected Product or component. Any replacement or substitute Product is subject to the product variation and visual matching provisions in Clause 5.2 of this Product Schedule and Clause 6.2 of the Master Warranty.

## 8. Australian Consumer Law

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The Australian Consumer Law provisions, including the mandatory statement, in Clause 10 of the Master Warranty apply to this Product Schedule.