

# INNOWOOD

## PLUS-DEK® Warranty

*Structural, Fade and Stain Coverage for Above-Ground Decking*

|                   |                                           |
|-------------------|-------------------------------------------|
| Document No.      | IW-PS-105                                 |
| 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 PLUS-DEK® Product Warranty Pack and must be read with IW-MW-001 — INNOWOOD Customer Master Warranty. This Schedule states the PLUS-DEK® 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 PLUS-DEK® 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

PLUS-DEK® is an engineered composite decking Product with an exposed ASA co-extruded walking surface, intended for approved above-ground pedestrian decking applications.

### 1.4 Scope of Coverage

Coverage under this Product Schedule applies only to:

- (a) the covered PLUS-DEK® Product; and
- (b) any Installation Accessories expressly covered under Clause 3.4.

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. PLUS-DEK® Product Documentation

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The Applicable Product Documentation for PLUS-DEK® includes, as applicable, the PLUS-DEK® 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. PLUS-DEK® 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 PLUS-DEK® Product will remain free from a Manufacturing Defect that materially impairs its structural integrity or structural performance and causes:

- cracking, splitting or splintering;
- rotting;
- delamination;
- structural failure resulting from termite attack or fungal decay, where attributable to a Manufacturing Defect; or
- other material breakdown or structural failure.

A crack, split, 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.

### 3.2 Fade Resistance Limited Warranty

Subject to the Master Warranty and this Product Schedule, the Warranty Provider warrants that, during the applicable Warranty Period, the original exposed ASA co-extruded walking surface of the covered PLUS-DEK® Product will resist excessive colour change caused by ultraviolet exposure or general weathering.

For this Product Schedule, excessive colour change means a measured colour difference of  $\Delta E^*ab > 5$ , determined in accordance with ASTM D2244 relative to a verified production reference sample or production colour record.

Colour, tonal, batch, grain, texture or gloss variation, normal weathering, surface contamination and visual change that does not exceed the stated threshold do not constitute a fade defect under this Clause 3.2.

### 3.3 Stain Resistance Limited Warranty

Subject to the Master Warranty and this Product Schedule, the Warranty Provider warrants that, during the applicable Warranty Period, the original exposed ASA co-extruded walking surface of the covered PLUS-DEK® Product will resist permanent staining caused by the following common food and beverage substances:

- ketchup;
- mustard;
- salad oils;
- tea;
- wine;
- coffee;
- fruit punch;
- barbecue sauce; and
- soft drinks.

Coverage applies only where the substance is removed and the affected surface is cleaned as soon as reasonably practicable and, in any event, no later than seven days after exposure, in accordance with the applicable Care and Maintenance Guide.

This coverage also applies to permanent staining caused by mould or mildew naturally occurring in the environment, provided that the affected surface is cleaned as soon as reasonably practicable and, in any event, no later than seven days after first appearance, in accordance with the applicable Care and Maintenance Guide.

For this Product Schedule, permanent staining means visible residual discolouration remaining after the relevant substance has been removed and the surface has been cleaned and allowed to dry in accordance with the applicable Care and Maintenance Guide.

The assessment of permanent staining will have regard to the nature of the substance, the period before cleaning, the cleaning products and methods used, and the post-cleaning condition of the surface. The Product is not warranted to be stain-proof or maintenance-free.

### 3.4 Installation Accessories

Installation Accessories 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.

Corrosion, staining, loosening or movement 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, interaction with dissimilar materials, 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, Fade Resistance and Stain Resistance Limited Warranties | 30 years |
| Commercial Decking Application  | Structural Integrity, Fade Resistance and Stain Resistance Limited Warranties | 15 years |
| Installation Accessories        | 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%                               |
| Years 26-30            | 5%                                     | 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% |
| Years 11-13 | 15% | 10% |
| Years 14-15 | 10% | 5%  |

#### 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 applies to an accepted Warranty Claim under the Structural Integrity Limited Warranty, Fade Resistance Limited Warranty or Stain Resistance Limited Warranty.

The 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.

Installation Accessories are not subject to proration during their one-year Warranty Period. The maximum contractual contribution for accepted Installation Accessories is 100% of the original invoiced amount attributable to the affected Installation Accessories.

#### 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. PLUS-DEK® 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, subject to the express Fade Resistance Limited Warranty and Stain Resistance Limited Warranty in Clauses 3.2 and 3.3 of this Product Schedule.

Normal weathering, colour or gloss change within the fade criterion in Clause 3.2, tonal or batch variation, grain or texture variation, scratches, scuffs, dents, surface deposits and other appearance changes do not, by themselves, constitute a Manufacturing Defect.

Nothing in this Clause 5.2 limits coverage for excessive colour change that satisfies Clause 3.2 or permanent staining that satisfies Clause 3.3.

The Product is not warranted to be scratch-proof, stain-proof, maintenance-free or visually identical to samples, display boards, earlier production batches, naturally weathered Products, repaired areas or replacement Products.

### 5.3 Cleaning and High-Exposure Environments

A substance covered under Clause 3.3 must be removed, and the affected surface cleaned, as soon as reasonably practicable and, in any event, within the maximum period stated in Clause 3.3, in accordance with the applicable Care and Maintenance Guide.

Coastal, marine, poolside, spa, chemically treated or other high-exposure environments may require more frequent cleaning, additional maintenance and compatible Installation Accessories where specified by the Applicable Product Documentation.

Mould, mildew, algae, dirt, pollen and other surface deposits may accumulate where environmental, exposure or maintenance conditions allow. Their presence does not, by itself, constitute a Manufacturing Defect.

Permanent staining caused by mould or mildew may be covered only where all requirements of Clause 3.3 are satisfied.

## 6. PLUS-DEK®-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, grain or texture variation, or other appearance changes that do not exceed the fade criterion in Clause 3.2;
- permanent staining caused by a substance not expressly covered under Clause 3.3, including chemicals, solvents, adhesives, sealants, paints, coatings, rust, metallic particles, construction dust, hard water deposits, plant matter, tannins, sunscreen, insect repellent, animal waste, industrial oils, grease, cooking or barbecue residue, or another foreign substance not expressly covered;
- permanent staining caused by a substance otherwise covered under Clause 3.3 where the substance is not removed and the affected surface is not cleaned as soon as reasonably practicable and, in any event, within the maximum period stated in Clause 3.3, in accordance with the applicable Care and Maintenance Guide;
- surface damage or changes in appearance caused by abrasion, scratches, scuffs, dents, impact, 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.

For a claim under the Fade Resistance Limited Warranty or Stain Resistance Limited Warranty, the Claimant should also provide, to the extent reasonably available, dated photographs and relevant records showing:

- the reported condition and when it was first identified;
- the substance involved, where applicable;
- when and how the affected surface was cleaned;
- the cleaning products and methods used;
- the condition of the surface after cleaning and drying; and

- any available colour reference, measurement or testing information relevant to a claim under Clause 3.2.

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, Installation Accessory 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.