

CertainTeed
EverNew[®]

Vinyl Railing & Deck Systems

Warranty



CertainTeed 

Quality made certain. Satisfaction guaranteed.™

What and Who Is Covered and for How Long

CertainTeed warrants to the original homeowner/consumer that its CertainTeed EverNew® vinyl deck and railing products will be free from manufacturing defects - including peeling, flaking, blistering and corroding - when subject to normal and proper use.

Should any defect occur during the lifetime of the original purchaser (and as long as the original purchaser is still living and retains ownership of the property), CertainTeed will repair or replace, at its option, the defective vinyl deck and railing product. Except during the SureStart™ protection period, described below, CertainTeed also reserves the right to refund the amount paid by the original owner for the vinyl deck and railing product.

CertainTeed shall not be liable or responsible for labor charges or other expenses whatsoever in connection with removal or installation of either the original or replacement product.

In the event of repair or replacement under the terms of this warranty, the original warranty shall apply to the repaired or replacement vinyl deck and railing product material, and will extend for the balance of the warranty period in effect at the time the material proved defective.

The lifetime coverage offered by this warranty automatically ends upon the sale of the property or death of the last of the original owners of the property at the time of installation.

The lifetime coverage offered by this warranty is designed to cover individual homeowners only. In the case of vinyl deck and railing product material purchased by, or installed upon property owned by, corporations, governmental agencies, partnerships, trusts, religious organizations, schools, condominiums or cooperative housing arrangements, or installed on apartment buildings or any other type of building or premises not used by individual homeowners as their residences, the warranty period will be 30 years following the installation of the vinyl deck and railing product.



CertainTeed vinyl deck and railing products are covered by SureStart protection for a period of five years following the date when installation has been completed. Under this warranty feature, CertainTeed, at no charge, will repair or replace, at its option, any vinyl deck and railing product proven to be defective during the five-year SureStart period. CertainTeed's maximum liability under SureStart will be equal to the reasonable cost to replace the defective vinyl deck and railing product at its current value, including labor.

Limitations

This warranty does not provide protection against any failure, defect or damage caused by situations and events beyond normal exposure conditions, including but not limited to:

- Misuse, abuse, neglect or improper handling or storage;
- Improper installation or installation not in strict adherence to CertainTeed's written instructions;
- Use of accessories which do not properly receive and/or secure CertainTeed vinyl deck and railing products;
- Impact of foreign objects, fire, earthquake, flood, lightning, hail, hurricane, tornado or other casualty or act of God;
- Movement, distortion, collapse or settling of the ground or structure on which the vinyl deck and railing product is installed;
- Any other cause not involving manufacturing defects in the material supplied by CertainTeed.

The vinyl deck and railing product is not warranted against discoloration or other damage caused by air pollution (including but not limited to metal oxides or metallic particles), mildew, exposure to harmful chemicals or normal weathering from the elements.

Normal weathering is defined as exposure to sunlight and extremes of weather and atmosphere which will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains. The severity of any condition depends on the geographical location of the vinyl deck and railing product, the cleanliness of the air in the area, and many other influences over which CertainTeed has no control.

Notwithstanding anything set forth above, the vinyl deck and railing product is warranted against yellowing of the product due to normal weathering from the elements.

CertainTeed shall have sole discretion to determine, based on reasonable criteria, whether the vinyl deck and railing product is suffering from normal weathering. If the vinyl deck and railing product weathers to a degree determined by CertainTeed to be beyond normal, CertainTeed will either repair or provide replacement material, at its option, for the defective vinyl deck and railing product. CertainTeed also reserves the right to refund the amount paid by the original owner for the vinyl deck and railing product material and accessories (but not including the cost of its initial installation). This warranty does not apply to vinyl deck and railing product which has been painted, varnished or coated over the manufacturer's original finish.

CertainTeed reserves the right to discontinue or modify any of its products, including the color, without notice to the homeowner/consumer, nor shall CertainTeed be liable in the event the replacement material may vary in color or gloss in comparison to the original product as a result of normal weathering. If CertainTeed replaces any material under this warranty, it may substitute products designated by CertainTeed to be of comparable quality or price range in the event the product initially installed has been discontinued or modified.

Transferability

This warranty is not transferable, with the exception of the following circumstance:

In any instance in which the property owner at the time of installation is not an individual homeowner, and in the event the ownership of the vinyl deck and railing product reverts or is transferred by the property owner at the time of installation to an individual homeowner within the original 30-year warranty period, then the life-time coverage offered by this warranty shall apply to the homeowner to whom ownership passes.

Other Conditions

THIS WARRANTY REPLACES ALL OTHER ORAL OR WRITTEN WARRANTIES, LIABILITIES, OR OBLIGATIONS OF CERTAINTEED. PERTINENT STATE LAW SHALL CONTROL FOR WHAT PERIOD OF TIME FOLLOWING THE SALE A HOMEOWNER/CONSUMER MAY SEEK A REMEDY UNDER THE IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL CERTAINTEED BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE BUILDING, ITS CONTENTS OR ANY PERSON THEREIN, RESULTING FROM THE BREACH OF THIS WARRANTY. CERTAINTEED DOES NOT AUTHORIZE ITS FIELD REPRESENTATIVES, DISTRIBUTORS OR DEALERS TO MAKE ANY CHANGE OR MODIFICATION TO THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON, OR THE EXCLUSION OF, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights that may vary from state to state.

What the Customer Must Do

The homeowner/consumer must promptly notify CertainTeed in writing of any manufacturing defect and provide proof of the date of purchase and installation, as well as proof of property ownership. All notifications should be sent to: CertainTeed Corporation, 231 Ship Canal Parkway, Buffalo, NY 14218, Attn: Consumer Services Department. The consumer may be required to submit a sample of the defective material to CertainTeed for analysis. CertainTeed will then investigate the claim and may examine the material claimed to be defective. If a defect covered by this warranty is confirmed, CertainTeed, within a reasonable amount of time after the inspection, will repair or provide replacement material for the deck and railing product, or refund the amount paid by the original owner for the deck and railing product and accessories, per the terms of this warranty.

This warranty is effective for products purchased after February 1, 2000.

Care and Maintenance

While CertainTeed vinyl deck and railing products resist most common household stains like oil and grease, they will become dirty like any other product that is exposed to atmospheric conditions. Chalk may also accumulate on the surface. This is a normal condition for all pigmented materials which are constantly exposed to sunlight and the elements. Soil, grime and chalk can be simply removed with the help of your garden hose and a bucket of soapy water.

If especially stubborn stains cannot be removed with normal household detergents, request a cleaner from your contractor. Always test cleaner on an inconspicuous area before full use.

Mildew may be a problem in some areas. It appears as black spots on surface dirt and is usually first detected in areas not subjected to rainfall, such as under eaves and porch enclosures. For removal, prepare a solution as shown. CAUTION: Greater concentrations may cause damage to the vinyl materials.

Mix together: 1/3 cup detergent (Tide, for example), 2/3 cup Trisodium Phosphate (Soilax, for example), one quart 5% Sodium Hypochlorite (Clorox, for example) and three quarts of water.

If the above solution does not readily remove the mildew spots, request a mildew-type cleaner from your contractor.

The chemical agents referenced herein may be hazardous to the user or to the environment. Be sure to follow all precautions and warnings on the product label, and particularly those which may be necessary to prevent personal injury. Please dispose of these chemical agents in a manner prescribed by the manufacturer. If you are unsure how to use or how to dispose of these chemical agents, contact the manufacturer of these products for instructions.

Important: Fire Safety Information

Exterior vinyl building materials require little maintenance for many years. Nevertheless, common sense dictates that builders and suppliers of vinyl products store, handle and install vinyl materials in a manner that avoids damage to the product and/or the structure. Owners and installers should take a few simple steps to protect vinyl building materials from fire. Vinyl deck and railing products are made from organic materials that will melt or burn when exposed to a significant source of flame or heat. Building owners, occupants and outside maintenance personnel should always take normal precautions to keep sources of fire, such as barbecues and combustible materials, such as dry leaves, mulch and trash, away from vinyl deck and railing products.



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