

## **DassoXTR Warranty**

Dasso.XTR® (hereinafter“XTR®”)warrants to the original purchaser (“Purchaser”) that XTR® decking shall be free from material defects in workmanship and materials and, provided XTR® has been installed and maintained according to our recommendations , will not suffer structural damage due to rot , decay or termites for the period of time listed below.

The term of this warranty shall be twenty (20) years from the date of original purchase from an authorized XTR® Dealer for a residential application, and ten (10) years from the date of original purchase for a commercial application. A residential application is defined as an installation at a single-family residence, and commercial application shall refer to any installation of the Product other than on an individual residence.

If a residential Purchaser makes a valid warranty claim hereunder during years eleven (11) through twenty (20) after the original purchase, then the residential Purchaser’s recovery will be prorated as indicated by the chart (Below).

<b>Year of Claim (Residential /Commercial)</b>	<b>Recovery</b>
11 / 1	90%
12 / 2	80%
12 / 3	70%
14/ 4	60%
15/ 5	50%
16/6	40%
17/7	30%
18/8	20%
19/9	10%
20/10	10%

In the case of a commercial purchase, the prorated recovery starts at the first year. If XTR is providing replacement materials, it may elect to replace the percentage listed (Above) of boards otherwise meeting the requirements for a claim; if XTR® is refunding the purchase price, it may elect to refund the percentage listed (Above) of the purchase price of boards otherwise meeting the requirements for a claim.

This warranty shall not cover, and XTR® shall not be responsible for, costs and expenses incurred with respect to the removal of the defective XTR® Products or the

**Dasso Industrial Group Co., Ltd**

[www.dassogroup.com](http://www.dassogroup.com)



installation of replacement materials, including but not limited to labor and freight. The foregoing remedies are the **SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY.**

If a defect occurs within the warranty period, Purchaser shall notify XTR® in writing, and, upon confirmation by an authorized XTR® representative of the defect, XTR®'s sole responsibility shall be, at its option, to either to supply to the Purchaser sufficient quantity of replacement decking to replace the defective item or refund the portion of purchase price paid by Purchase for such defective items (not including the cost of its initial installation or replacement).

**With XTR® installation and use, please remember:**

- In addition to following ALL of XTR®'s Installation Instructions, you must follow these important guidelines:
  - Maintain spacing between the individual deck boards of at least 3/16" (4mm)
  - Keep adequate ventilation underneath the deck with a minimum clearance of 6" between the bottom of the deck and the ground
  - Ensure deck slopes 1-2 degrees from level in order to shed water
  - Immediately after installation, seal decking with an approved finish such as XTR® Guard Finish
  - XTR® Fused Bamboo Decking is a natural product that performs and weathers much like dense tropical hardwood decking. Please expect the following with XTR® decking:
    - As a forest product, XTR® will have natural variation in color, grain and appearance from piece to piece.
    - as XTR® ages it will change color and "silver" (if not periodically maintained with finish) just like the aging of all natural wood decking
    - the XTR® decking surface will become rougher with grain/fiber raise a a result of weathering and outdoor seasonal changes – as with all wood decking.
    - Cracks on the surface and on the end of the boards can arise from the different drying characteristics of the surface and cross cut ends. This phenomenon is normal for most wood species and can not be a reason to make a claim.
    - Cupping of the XTR® decking and other dimensional changes can occur after installation from extreme weather (in particular intense sun and dryness ). Excessive movement is defined as buckling or twisting of individual boards in excess of 1/2" or the warping of individual boards in excess of 1/4" –which is the usual industry standard for wood decking.

Note: Periodic recoating with XTR® or similar finishes will minimize natural aging.

**This warranty shall not cover and XTR® shall not be responsible for costs and expenses incurred with respect to the removal of defective XTR® products or the installation of replacement materials, including but not limited to labor and freight.**

This warranty may be transferred one(1) time ,within the five(5)year period beginning from the date of original purchased by the purchaser , to a subsequent buyer of the property upon which the XTR® products was originally installed.

To make a claim under this limited warranty, Purchaser, or the transferee, shall send to XTR®, within the warranty period referred to above, a description and photos of the claimed defect and proof of purchase. Please send to the following address:

XTR, or its appointed agent, reserves the right to inspect the deck to verify its condition.

XTR® does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to:

- Improper installation of XTR® products and/or failure to abide by XTR®'s installation guideline including but not limited to:
  - Improper gapping
  - Use of XTR® products beyond normal use and service conditions, or in an application not recommended by XTR®'s guidelines and local building codes
  - Movement, distortion, collapse or settling of the ground or the supporting structure on which XTR® products are installed
  - Any act of God( Such as flooding, hurricane, earthquake, lightning, etc.)
  - Environmental conditions such as air pollution, mold, mildew, etc., or staining from foreign substances such as dirt, grease, oil, etc. Please note: Should dusts and pollens build up on your deck, these become a food source for molds and mildew to grow in and their waste products will stain the XTR®. Please keep your deck clean as we do not warrant against these types of staining and degrade. Mold and mildew will not grow in/on XTR® itself but will in/on the dusts/pollens.
  - Normal weathering defined as exposure to sunlight, weather and atmosphere that can cause color change, checking , grain raise/splintering, cupping and other forms of dimensional movement within generally accepted industry standards for wood.
  - Variations in color/grain of XTR® products
- Variations and fading over time, or wear from foot traffic , of stain colors and finishes used on XTR all of which require periodic recoating in order to maintain.

**Dasso Industrial Group Co., Ltd**  
[www.dassogroup.com](http://www.dassogroup.com)



- Improper handling, storage, abuse or neglect of XTR® products by Purchaser, the transferee or third parties including but not limited to denting, staining, gouging, burning and staining
- If a claim is granted before installing the material, faulty planks are replaced free of charge. No claims can be accepted after installing the material if the buyer could have detected the defects before installation. This warranty does not cover damage that was caused by third parties (eg transport damage).
- If defects occur after installation, Dasso reserves the right to either repair the defect or to offer material free of charge to the buyer.
- Ordinary wear and tear

No person or entity is authorized by XTR® to make, and XTR® shall not be bound by, any statement or representation as to the quality or performance of XTR® products other than as contained in this warranty. This warranty may not be altered or amended except in a written instrument signed by XTR® and Purchaser.

Under no circumstances will XTR® be liable for special , Incidental or consequential damages , whether such damages are sought in contract, in tort( including but not limited to negligence and strict liability ) or otherwise, and XTR®'s liability with respect to defective products shall in no event exceed the replacement of such products or refund of the purchase price, as described above.