

TruNorth Composites Inc.  
 55 Plant Farm Blvd.  
 Brantford, ON N3S 7W2

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## Clubhouse with SunShield and Korelite Technology 25-Year Limited Stain and Fade Resistant Warranty

Clubhouse with SunShield and Korelite Technology is designed to resist fading and while no material is fade-proof when exposed to years of UV exposure of the elements, Clubhouse is warranted not to fade by more than 5 Delta E (Hunter) Units for a period of twenty-five years pro-rated from the date of installation.

### Stain Resistance Warranty Coverage

Clubhouse with Sunshield and Korelite Technology is designed to resist staining for a period of twenty-five years when applied to a residential application. While no product is stain-proof, Clubhouse does provide a high level of stain resistance to permanent stains resulting from spills of common food and beverage items including: wine, tea, coffee, fruit punch, soda, ketchup, mustard, salad oils, barbecue sauce and other food or beverage items that would typically be in use on a residential deck. When exposed to spills from these items the deck should be cleaned with mild soap and water no longer than one week after the spill has occurred. Materials not covered by the stain resistance warranty include but are not limited to abrasive compounds of acidic or basic pH, strong solvents, oil and water-based paints or stains, acetone, methylethylketone, mineral spirits, petroleum ether, toluene, xylenes, methylene chloride, metallic rust, spray sunscreen or other abnormal contact from items not connected with a residential deck. Additional items not covered under the stain-resistant warranty include substances such as non-food and non-beverage exposures. Some examples of these include, but are not limited to, fungicides, bactericides, biocides, plant food, animal and human stains from fluid and waste.

### Prorated 25-Year Fade and Stain Warranty Schedule

Years From Date of Installation	Percent of Coverage for Non-Compliant Material
Year 1 to Year 10.....	100%
Year 10 to Year 12.....	80%
Year 12 to Year 14.....	60%
Year 14 to Year 16.....	40%
Year 16 to Year 18.....	20%
Year 18 to Year 20.....	10%
Year 20 through Year 25.....	5%

### LIMITATIONS OF COVERAGE THIS WARRANTY DOES NOT COVER:

- (i) damages and defects resulting from the improper installation of Clubhouse Products, including but not limited to, installation directly on top of or attached to a concrete slab, installation directly on the ground, installation on top of other decking, or any installation that does not provide for proper ventilation above, below, and to the side, or lack of proper 1/8" side to side gapping between deck boards for drainage;
- (ii) damages resulting from defective fasteners, sub-structures or other components;
- (iii) defects or damages caused by accident, fire, flood, lightning, hurricane, tornado, sandstorm, earthquake or other acts of God, vandalism, misuse, abuse, harmful fumes, vapors or chemicals, settlement, structural shrinkage or distortion of the structure;
- (iv) defects resulting from the subsequent modification(s) of any Covered Product including the External modification of Clubhouse Products (e.g. application of primers, paints or solvents to the Covered Product);
- (v) mold, mildew growth, fading (less than 5 Delta E Hunter Units) or calking due to normal effects of environmental weathering
- (vi) exposure which is direct or indirect to heat which exceeds 180 degrees (including heat build up caused by Low E Glass reflection);
- (vii) improper installation of the product which does not follow either local building codes and (or) TruNorth's Installation instruction for Clubhouse products
- (viii) use of the product in non-residential applications;
- (ix) surface damage as a result of using shovels or sharp-edged tools to remove snow and ice on the surface of the product;
- (x) if the surface becomes punctured or damaged in any manner the twenty-five year stain and fade resistance warranty will be void. In addition, if paint, stains or other coating materials are applied to the Clubhouse products this warranty is void.

IN NO EVENT SHALL TRUNORTH BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, COSTS INCURRED IN THE FABRICATION OF CLUBHOUSE PRODUCTS OR INSTALLATION OF SUCH CLUBHOUSE PRODUCTS INTO OR ADJACENT TO THE STRUCTURE. THE PROVISIONS, TERMS AND CONDITIONS CONTAINED HEREIN CONSTITUTE THE ENTIRE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY. THIS WARRANTY SETS FORTH THE ONLY WARRANTY EXTENDED BY TRUNORTH COMPOSITES INC. THE ORIGINAL RETAIL PURCHASER WITH RESPECT TO THE COVERED PRODUCTS. TRUNORTH COMPOSITES INC. HEREBY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE. NEITHER TRUNORTH NOR ANY REPRESENTATIVE OF TAPCO/CLUBHOUSE EXPRESSES ANY OTHER WARRANTIES WITH RESPECT TO THE COVERED PRODUCTS.

This warranty gives you specific legal rights. You may also have other rights which vary from state to state or province to province.



Limited Lifetime Warranty  
 And 25-Year Limited  
 Fade & Stain Warranty



# What Your Warranty Covers

This is to certify that Clubhouse® with Sunshield and Korelite Technology has been installed by the residence owned by:

Homeowner: \_\_\_\_\_

Located At: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

Installation Contractor: \_\_\_\_\_

Product Supplier: \_\_\_\_\_

Congratulations on choosing Clubhouse® products for your home. Clubhouse® is an exclusive product line sold by TruNorth Composites Inc. (TruNorth Composites Inc. and the Clubhouse brand of products hereinafter collectively referred to as "Clubhouse".) All Clubhouse products have been manufactured to exacting standards to ensure their beauty will last for years. That's why all Clubhouse products ("Covered Products") are backed by our exclusive Limited Lifetime Warranty, which provides warranty protection for consumers subject to certain conditions and limitations, and a twenty-five year limited stain and fade resistant warranty that warrants the fade and stain resistance of Clubhouse manufactured by TruNorth Composites Inc.

- If the Covered Products are defective, we will replace them
- The Covered Products are covered for as long as the original retail purchaser owns the Covered Products
- This Warranty is for Clubhouse products only and only when installed on a single family residential application. Please see Clubhouse product was applied

See Limited Lifetime Warranty and Twenty-Five Year Limited Stain and Fade Resistant Warranty for complete details. If you have additional questions about your warranty just give us a call at 888-265-0022 or email us at [contactus@clubhousedecking.com](mailto:contactus@clubhousedecking.com) We thank you for choosing TruNorth for your outdoor living needs.

## How Do You Submit a Warranty Claim?

You must submit your claim in writing to TruNorth within a reasonable period of time after the defect is discovered. To initiate a claim please contact TruNorth at 800-265-0022.

## Claims Process & Remedy

TruNorth shall have ninety (90) days to inspect the Covered Products. If TruNorth determines the claim is valid in accordance with this Warranty, TruNorth agrees as its sole discretion to either:

Provide to the Original Retail Purchaser who still owns and occupies the home on which the product was installed with product to repair or replace the defective product. Replacement material will be provided in an amount equal to the prorated schedule listed below. Replacement product will be provided that is as close as possible to the original material installed by there is no warranty relative to an exact match to colour or design.

Refund the percentage of the actual purchase price of the material only as listed on the Prorated Warranty Scheduled if a) The Claimant is willing to accept a refund or b) TruNorth deems the repair is not commercially viable and/or cannot be made in a timely fashion.

It is the responsibility of the homeowner to have complied with the recommended care and maintenance procedures outlined in our installation manual and available on the TruNorth website [www.clubhousedecking.com](http://www.clubhousedecking.com). To qualify for coverage, you must have tried to clean the affected area by using the cleaning procedure available on the website. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area professionally cleaned (cleaning performed by a company that specializing in professional deck cleaning) at your expense. If the affected area remains unsatisfactory after the professional cleaning, you must contact TruNorth Customer Service at 800-265-0022 or email us at [contactus@clubhousedecking.com](mailto:contactus@clubhousedecking.com). It will be the Claimant's responsibility to supply photographs depicting the claim. In no event shall TruNorth be liable for labor, installation, or reinstallation costs related to defective product. Additionally, our obligation under this Warranty will in no event exceed the purchase price of the originally installed products found to be defective.

The Warranty Period shall not be extended by any such replacements but the replacement Product shall continue to be covered during the remainder of the original Warranty Period. TruNorth Composites Inc. reserves the right to discontinue production of any Covered Product. If a Covered Product has been discontinued or is for some other reason no longer available, TruNorth Composites reserves the right to substitute another product of comparable function and quality for such Covered Product. TruNorth shall not be liable for any indirect, incidental, punitive, consequential, exemplary or other damages of any kind whatsoever, whether any such claim is based upon theories of contract, warranty, negligence, tort, strict liability or otherwise. In any dispute over the performance of the product, the purchaser shall have the burden of proof that the product was installed and maintained in accordance with the Manufacturer's applicable instructions.

ANY ATTEMPT TO REPAIR THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM TRUNORTH WILL VOID THIS WARRANTY.

## Facts about the Installation of Clubhouse® Products

Clubhouse Products from TruNorth are manufactured to perform best when installed by qualified professionals. While TruNorth does not assume responsibility for installation of its products, it does keep installers informed on new techniques and provides detailed installation instructions on all of its products which can also be viewed on our website [www.clubhousedecking.com](http://www.clubhousedecking.com) under the heading "Product Resources". We frequently update our installation manuals with new and improved methods of application. You should discuss any product adjustments with the dealer, contractor or other party who performed the installation. These adjustments can be best made by the original dealer or installer, since they are most familiar with your particular installation.

FAILURE TO FOLLOW THE RECOMMENDED INSTALLATION INSTRUCTIONS WILL VOID THE WARRANTY.

## Clubhouse with Sunshield and Korelite Technology Limited Lifetime Warranty

### Statement of Warranty

Subject to the terms, conditions and limitations set forth herein, TruNorth Composites Inc. warrants to the Original Retail Purchaser ("Purchaser"), of Clubhouse Products ("Products"), that the Covered Products are free from Covered Defects for the life of the original homeowner(s) as defined below:

"TruNorth Composites Inc." or "TruNorth" shall mean TruNorth Composites Inc. whose principal business address is 55 Plant Farm Blvd., Brantford, ON N3S 7W2, Canada.

"Original Retail Purchaser" is the initial purchaser of Covered Products manufactured by TruNorth for resale as Clubhouse Building Products where such Products where purchased directly from an authorized Clubhouse Building Products dealer for use in the consumer's residential dwelling.

"Commercial Applications" shall be excluded from the Limited Lifetime Warranty AND Twenty-Five Year Limited Stain and Fade Resistant Warranty which applies only to residential applications as set forth herein. For all other non-residential and commercial use purchasers otherwise qualifying as Original Retail Purchasers, this warranty will be limited to a period of twenty-five (25) years commencing on the date of installation and continuing as long as the Original Retail Purchaser remains in ownership of the structure. For all non-residential structures, including commercial applications, this warranty is non-transferable.

"Covered Products" shall mean the Clubhouse Products when used in accordance with the recommendations and specifications of TruNorth. This warranty is for material only excluding any labor or installation costs and does not extend to fasteners or any accessory products not specifically manufactured or sold by TruNorth under Clubhouse Products brand.

"Covered Defects" shall mean manufacturing defects in material and/or workmanship of Clubhouse Products resulting in material checking, splitting, splintering, rotting, pitting, blistering, or suffering structural damage from termites or fungal decay under normal exposures and conditions.

"Warranty Period" shall apply to the Original Retail Purchaser, as long as they own and occupy the residential dwelling upon which the material was applied. Any claims under this Warranty are expressly limited, at the sole discretion of TruNorth, to either a) the original retail purchase price of the Covered Products, or b) provide to the Original Clubhouse Purchaser non-defective replacements of Covered Products.

"Warranty Transfer" shall mean this Warranty may be transferred one (1) time within the first five (5) years following the date of installation. Upon transfer the term of the Warranty shall be 25 years from the date of installation. Warranty Transfer shall be limited to residential consumer Original Retail Purchasers only. The Warranty Transfer must be sent in writing on a new Warranty registration card

## Warranty Registration: YOU MUST REGISTER THE WARRANTY WITHIN 30 DAYS FROM THE DATE OF INSTALLATION USING THIS FORM

Project Information: \_\_\_\_\_

Completion Date: \_\_\_\_\_

Contractor (Builder) Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Postal/Zip: \_\_\_\_\_

Homeowner Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Postal/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Project Address if Different from Above: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Postal/Zip: \_\_\_\_\_

### Please indicate the type of application

- Replacement       New Installation  
 Addition to existing installation  
 Deck       Rail       Both Deck & Rail

**What was the total cost of the Installation project?**  
 Less than \$2,500  
 \$2,500 to \$5,000  
 \$5,000 to \$10,000  
 \$10,000 or more

### Approximately, what is the value of home?

- Under \$100,000       \$300,000 - \$399,999  
 \$100,000 - \$299,999       \$400,000 plus

**How was the job financed:**  
 Cash/cheque  
 Loan  
 Decking Dealer Financed  
 New Home  
 Other \_\_\_\_\_

### What decking material was on the home prior to installation?

- None (new construction)       Wood       Pressure Treated Lumber       Composite Decking  
 Brick/Stone/Concrete       Vinyl/PVC Decking       Other \_\_\_\_\_

### Builder/Contractor – complete this section please:

In the past 12 months have you used TruNorth/Clubhouse Products       Yes       No

How many decking/railing projects does your company in stall per year? \_\_\_\_\_

About what percentage of all the decking your company installed in the past 12 months involved Cellular PVC decking \_\_\_\_\_%

On average, how many square feet of decking does your company use on a job? \_\_\_\_\_

How many lineal feet of railing? \_\_\_\_\_

About what percent of all the Cellular PVC Decking your company installed in the past 12 months involved the following brands?

\_\_\_\_\_ % Clubhouse® Decking      \_\_\_\_\_ % Other Brand  
Brand Name: \_\_\_\_\_

Products Covered Under this Warranty			
Product	Product Code	Colour	Quantity