

## VEKA Warranty Statement

VEKA warrants VEKAdeck® rigid extrusions to be the finest quality available in the continental US and Canada and to be superior for exterior applications.

VEKA warrants that their rigid VEKAdeck vinyl deck extrusions will not blister, chip, corrode, peel, rot or suffer termite damage when used in accordance with the VEKAdeck installation, care & maintenance instructions.

This warranty is subject to return of warranty registration card. VEKA's Limited Lifetime Warranty covers the original purchaser (residential) for life (less exclusions) and original purchaser (commercial) for a period of 20 years. This warranty is non-transferable and is subject to exclusions.

### Warranty Exclusions

VEKA does not warrant against uniform fading or color change due to normal weather conditions, as normal weathering will cause any surface to gradually fade or darken. This warranty does not cover liability for incidental or consequential damages for any cause whatsoever.

Limited lifetime warranty is void if any of the following occurs:

- 1) Failure to abide by manufacturer's installation guidelines
- 2) Movement, settling or collapse of ground or support structure
- 3) Improper handling, storage, neglect or misuse

## VEKA Warranty Terminology

### INITIAL COLOR:

VEKA maintains strict production control standards and color tolerances. However, initial color variation will occasionally be found from batch to batch and rarely within the same batch. VEKA does not warrant against variation in initial color. VEKA reserves the right to determine the range of acceptable initial color variation.

### NORMAL WEATHERING:

VEKA does not warrant against normal weathering. VEKA reserves the right to determine the range of acceptable color change. VEKA conducts ongoing weathering studies of their materials in three climatic regions: Florida, because it is hot and wet; Arizona, because it is hot and dry; Kentucky because of acid rain. In addition to outdoor testing, accelerated weathering studies are also conducted in weatherometers. The Florida and Arizona locations are within the 140 and 200 Isolines of Global Radiation respectively. These sites are considered extreme areas of weatherability, and are used as testing regions by numerous industries requiring outdoor performance studies.

The degree to which VEKA Fence, Deck and Railing profiles will maintain their original color is dependent upon the effects of temperature, moisture and sunlight. These same three factors influence the weatherability of all materials and will induce changes in the initial color. Variations due to installation exposure, such as vertical vs. horizontal, will weather differentially. Color changes will occur such as fading, chalking, loss in gloss, or varying degrees of yellowing. Uneven color change will occur under mats, planters, tarps, tables, etc. VEKA believes this is due to moisture collection, typically appearing as a lighter area.

Removal of the mats, planters, tarps, tables, etc. to expose the area to normal environment, should over time, eliminate the lighter areas and allow the lighter areas to closely match the surrounding areas. Some mats, planters, tarps, etc. will degrade and collect debris underneath. In these instances, the mats, planters, tarps, etc. should be removed, the discolored area thoroughly cleaned, and the cleaned area allowed to be exposed to the environment.

Additionally, reflected light such as from windows, patio doors, siding, snow, etc. will accelerate weathering.

Since initial color will vary after weathering, individual components in assembly will have different color. This too is considered normal weathering.

- 4) Naturally occurring instances such as earthquakes, tornadoes, hurricanes, flooding, lightning or any acts of God
- 5) Improper application of products or chemicals not recommended
- 6) Use of vinyl or rubber backed mats not clearly marked "safe for use with vinyl"
- 7) Staining from foreign substances (see VEKA Warranty Terminology)

### Warranty Notification

The purchaser must, within 30 days of discovery of a claimed defect and prior to performing any repair, notify VEKA in writing of the nature of the defect, supplying photos and proof of purchase. Should any material be found defective during the warranty period, VEKA will, at its discretion, repair or replace the said material free of charge. Replacement product will be supplied as close to the original as possible, although this is not guaranteed to be an exact match.

VEKA will not be liable for labor charges or other costs or expenses in connection with the repair, removal, or installation of the original or replacement product.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE.

### FOREIGN SUBSTANCES EFFECT ON WEATHERING:

Foreign substances including but not limited to dirt, tree sap, leaves, pine needles, suntan lotions, bug sprays, fertilizers, grill drippings, salad oils, cosmetics and most oil based products, etc. left on exposed surfaces will have adverse effects on weathering. These foreign substances will cause staining, spots, streaks, discoloration, lightening, darkening, etc. Immediate removal of any foreign substance is recommended to minimize the discoloration. VEKA does not warrant against weathering effects caused by foreign substances. VEKA reserves the right to reject warranty claims for uneven color changes caused by foreign substances. When sunlight is blocked or partially blocked by a roof, trees, awnings, railings, pool covers, etc., uneven weathering will occur. Direct or indirect contact with extreme heat sources such as cooking devices should be avoided.

### CARE AND MAINTENANCE:

Algae, mold and mildew growing on residue deposited onto exposed surfaces should be removed using a soft bristled brush and a mild mixture (10 to 1) of water and bleach. Rinse thoroughly with water immediately after brushing.

(Note: algae, mold and mildew are sustained by surface residue deposited on the vinyl, not the vinyl itself.)

Foreign substances should be removed using warm water and a mild non-abrasive detergent or commercially available vinyl cleaner. For tough stains, more aggressive cleaning solutions will be required. Use at your own risk and be sure to check for harmful effects on a hidden surface.

Avoid using rubber backed mats, or any other non-porous objects such as plastic tarps as they may cause discoloration when used on the deck over an extended period of time.

Products that contain chemicals or U.V. inhibitors such as sun block or other tanning lotions, insect repellants, pesticides or herbicides, etc. may cause discoloration if exposed to the deck for an extended period of time. (Use caution and clean deck immediately when it has been exposed to such products.)

### SURFACE DAMAGE:

Never use metal tools (shovels, wire brushes, sharp edge implements) to remove snow or ice from the VEKAdeck surface.



## Limited Lifetime Warranty Registration

Purchaser's Name

Day Phone

Evening Phone

Purchaser's Address

City/State/ZIP

Purchase Date

Installation Date

Installation Address

City/State/ZIP

Installation Company (if applicable)

City/State/ZIP

Phone

Where Purchased

Color

Almond  Gray  Khaki  Mocha  Walnut

Deck Size

White  Cayenne  Hazelnut  Espresso  Storm

**Important:** Send in this registration card along with proof of purchase within 30 days of installation in order to protect your investment in VEKAdeck PRO®. For faster service you may register your warranty online at [www.vekainc.com/warranty](http://www.vekainc.com/warranty). Failure to properly register may result in loss of warranty coverage. Return the completed registration card to: **VEKA Inc. 100 Veka Drive, Fombell, PA 16123** [www.vekadeck.com](http://www.vekadeck.com) **Attn: Warranty Registration**

Place  
Postage  
Here



**VEKA Inc.**  
100 Veka Drive  
Fombell, PA 16123  
Attn: Warranty Registration

DECKWAR 1117



Limited Lifetime Warranty &  
Registration Card