

THE OUTDOOR LOOK

Composite Decking Warranty & Maintenance Guide

Warranty Information

- Uncapped Composite Decking (Residential Use Only):

- Covered by a 10-year residential warranty against structural defects caused by manufacturing faults.
- Not suitable for commercial installations.

- Capped Composite Decking (Residential & Commercial Use):

- Residential Installations – Covered by a 15-year warranty against structural defects and excessive fading or staining under normal use.
- Commercial Installations – Covered by a 10-year warranty under normal use conditions.

- Depreciating Cover:

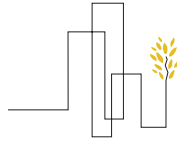
All warranties depreciate at an equal percentage per year.

- Year 1 begins at 100% cover.
- Each subsequent year reduces proportionally.
- At the end of the final warranty year, cover is reduced to 0%.

(For example, a 10-year warranty reduces by 10% per year; a 15-year warranty reduces by 6.67% per year.)

Exclusions:

- Improper installation or failure to follow recommended guidelines.
- Misuse, neglect, or damage caused by accidents, impact, fire, flooding, or natural disasters.
- Staining or discolouration from external substances (e.g., paint, oils, rubber mats, harsh chemicals).
- Surface scratches, abrasions, or fading due to normal weathering or wear and tear.
- Movement or damage caused by inadequate subframes, poor drainage, or incorrect ventilation.
- Use of non-approved cleaning products (e.g., bleach, solvent-based cleaners)
- Labour costs, including the removal of defective products or the installation of replacement boards, are not covered.
- Warranty only covers the replacement or refund (depreciated value) of decking materials originally purchased from The Outdoor Look.



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- Coastal & Poolside Installations:

Warranty remains valid provided the recommended cleaning and maintenance schedule is followed.

General Maintenance (All Installations)

- Sweep regularly to prevent debris build-up between boards.
- Wash with warm soapy water and a soft-bristled brush every 3–6 months.
- Always rinse thoroughly with clean water.
- Avoid abrasive pads, wire brushes, or harsh chemicals.
- For capped boards, avoid sanding. For uncapped boards, light sanding (60–80 grit) may be used to repair scratches.

Coastal & Poolside Maintenance

- Clean all surfaces monthly to remove salt, chlorine, or airborne contaminants.
- Use mild soapy water and rinse thoroughly with fresh water.
- Ensure deck gaps remain clear for drainage and ventilation.

Seasonal Guidance

- Spring: Deep clean to remove winter residue and algae.
- Summer: Protect against BBQ grease and furniture scratches.
- Autumn: Remove leaves quickly to avoid staining.
- Winter: Use a plastic shovel for snow. Avoid rock salt and chemical de-icers.

Claiming Under Warranty

To make a claim:

1. Provide proof of purchase, including date and supplier.
2. Supply clear photographs showing the affected area.
3. Contact The Outdoor Look customer service team via email or phone.
4. Do not attempt repairs or remove boards before approval, as this may invalidate your claim.

Important Notes

- Light fading or colour variation in uncapped decking during the first 8–10 weeks is a normal part of the weathering process.
- Warranty applies only to the original purchaser and is non-transferable.
- Painting or staining composite decking will void your warranty.
- The Outdoor Look reserves the right to inspect all products before confirming claims.