

THANK YOU!



We want to thank you for your trust in Fence & Deck Connection to complete your decking project. Throughout the process we strive to bring tremendous *value*, from our materials and installation methods and throughout our production process. Our goal is to create the perfect **10** experience from the start of the project to the end, and I hope we did just that.

Enclosed are your decking care instructions. Please feel free to reach out to us anytime if you have questions.

Our *structural lifetime* warranty is only valid for the person(s) who purchased the deck; this would include all structural aspects of the job. Enclosed you will find our Limited Lifetime Warranty coverage sheet.

If a question, concern or issue arises, please contact us directly at **410-969-4444**. We will be happy to answer any questions, address your concerns or schedule a service call right away if necessary. Fence & Deck Connection prides itself on *"Building Lifelong Clients Through Our Commitment To Excellence."* We take pride in creating customer *loyalty* and much of our installation business is built on referrals from satisfied customers like you.

Please take a moment to also review our Referral and Loyalty Programs on the documents enclosed in this convenient, easy to store, file folder.

Jeff Hagan
Sales Manager
410-757-5511
E – jhagan@fencedeckconnect.com

INTRODUCING OUR CLIENT
LOYALTY
Program



CLIENT TODAY. CLIENT FOR A LIFETIME.



We greatly value your trust in us and hope you're loving your new outdoor space!



To show our appreciation, we're excited to offer you a **5% Repeat Customer Discount**, which can be applied to your next fence, deck, or screened porch project.



Thank you for choosing us—it's customers like you who make our work so rewarding. We look forward to helping you create more beautiful outdoor spaces in the future!

5% OFF

Valid for an **EXTRA 5% OFF**
Your Future Projects with
Fence & Deck Connection



Quality Craftsmanship Since 1991 / MHIC #45780

FOR A FREE ESTIMATE
CALL 410-757-5511

www.fenceanddeckconnection.com

Valid for existing customers with no outstanding balances. Valid on new residential installation contracts only. Not valid on previous estimates, material only purchases, or other promotional offers.

INTRODUCING OUR CLIENT **REFERRAL** *Program*



REFER A FRIEND. GET REWARDED.

Did you know one of the highest compliments we can receive in our business is the referral of your family, friends, and neighbors? And because we are grateful for your referrals, we have set up a referral program as a token of our appreciation.

- 1** Simply refer Fence & Deck Connection to a family member, friend, neighbor, or colleague.
- 2** Make sure the referred client mentions your name when they call or email us for an appointment.
- 3** Once the referred client completes a consultation appointment, we will email you a \$50 Amazon Gift Card.



**IT'S
THAT EASY!
NO LIMITS!**

THANK YOU FOR YOUR TRUST & YOUR REFERRAL!

**FENCE & DECK
CONNECTION**
RESIDENTIAL & COMMERCIAL
Quality Craftsmanship Since 1991 / MHIC #45780

FOR A FREE ESTIMATE
CALL 410-757-5511
www.fenceanddeckconnection.com

*The referred customer must let us know both your name and email address. Customer must schedule and complete a consultation appointment for the amazon gift card to be issued.



Composite Deck Limited Lifetime Warranty

What is covered under the Fence & Deck Connection Warranty?

- Labor & materials for the overall structural integrity of the deck
- Includes rot, decay, termites, and footings
- Proper installation to include:
 - Post footings
 - Ledger board attachment to include flashing
 - Beam and joist installation
 - Proper fasteners
 - Rail post attachment if applicable
 - All applicable deck manufacturer warranties, on both fading and staining, and any additional labor warranties
 - All applicable deck railing manufacturer warranties
 - All applicable deck lighting warranties (standard warranty is for a period of 1-year)

What is not covered under the Fence & Deck Connection Warranty?

- Damage attributable to fire, wind storms, hurricanes, or earthquakes
- Damaged caused by abuse and wear and tear
 - Kids, animals, grill, and vehicle damage
- Impact of objects surrounding or attached to the deck
 - Rocks
 - Trees, Plants
 - Lawn equipment
 - Sports equipment

Composite decking is by far the longest-lasting, most maintenance-friendly decking material. However proper care and maintenance must be maintained to prolong the life of your deck (this could affect your warranty coverage).

Proper care and maintenance:

- Light powerwash 1X per year
- Yearly deck inspection (by homeowner) to include:
 - Support posts
 - Railing posts
 - Railing attachment
 - Deck board fasteners
- **How to make a warranty claim?***
 - Call the office at 410-757-5511 or 410-969-4444
 - Email the office at info@fencedeckconnect.com
 - Please submit the original contract and pictures if applicable

***Fence & Deck Connection's structural warranty is for the original purchaser and cannot be transferred**



TREX® LIMITED WARRANTY

Trex Company, Inc. (hereinafter "Trex") warrants to the original purchaser ("Purchaser") that, for the period of time set forth in the following sentence, under normal use and service conditions, Trex® products shall be free from material defects in workmanship and materials, and shall not split, splinter, rot or suffer structural damage from termites or fungal decay. The term of such warranty shall be twenty-five (25) years from the date of original purchase for a residential application, and ten (10) years from the date of original purchase for a commercial application. If a defect occurs within the warranty period, Purchaser shall notify Trex in writing and, upon confirmation by an authorized Trex representative of the defect, Trex's sole responsibility shall be, at its option, to either replace the defective item or refund the portion of the purchase price paid by Purchaser for such defective item (not including the cost of its initial installation).

Notwithstanding the foregoing, (a) the term of the warranty for the LED lights and housing for Trex® DeckLighting™ shall be seven (7) years, the term of the warranty for the LED lights and housing for Trex® LandscapeLighting™ shall be five (5) years, and the term of the warranty for the dimmer, timer and transformer for both shall be three (3) years, in each case provided that a Trex transformer is used (with no warranty on any components if a Trex transformer is not used), and any other parts or accessories shall not be warranted; (b) with respect to hardware for the Trex Surroundings® gate (gate frame, hinges and screws), the term of the warranty shall be five (5) years, (c) with respect to Trex Decorative Balusters, the term of the warranty covering the paint coating shall be ten (10) years, and shall be prorated in the following manner: 100% replacement for the first five (5) years; and 50% replacement for the next five (5) years, and (d) this warranty shall not apply to Trex Elevations® steel deck framing, Trex Reveal® aluminum railing and TrexTrim™ (which each have separate warranties).

For purposes of this warranty, a "residential application" shall refer to an installation of the Product on an individual residence, and a "commercial application" shall refer to any installation of the Product other than on an individual residence.

THIS WARRANTY SHALL NOT COVER AND TREX SHALL NOT BE RESPONSIBLE FOR COSTS AND EXPENSES INCURRED WITH RESPECT TO THE REMOVAL OF DEFECTIVE TREX PRODUCTS OR THE INSTALLATION OF REPLACEMENT MATERIALS, INCLUDING BUT NOT LIMITED TO LABOR AND FREIGHT.

With respect to a residential application, this warranty may be transferred one (1) time, within the five (5) year period beginning from the date of original purchase by the Purchaser, to a subsequent buyer of the property upon which the Trex products were originally installed. With respect to a commercial application, this warranty is freely transferable to subsequent buyers of the property upon which the Trex products were originally installed.

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

Trex Company, Inc.
Customer Relations
160 Exeter Drive
Winchester, VA 22603-8605

Trex does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to: (1) improper installation of Trex products and/or failure to abide by Trex's installation guidelines, including but not limited to improper gapping; (2) use of Trex products beyond normal use and service conditions, or in an application not recommended by Trex's guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which Trex products are installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, etc.), staining from foreign substances (such as dirt, grease, oil, etc.), or normal weathering (defined as exposure to sunlight, weather and atmosphere which will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains); (5) variations or changes in color of Trex products; (6) improper handling, storage, abuse or neglect of Trex products by Purchaser, the transferee or third parties; or (7) ordinary wear and tear.

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

UNDER NO CIRCUMSTANCES WILL TREX 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 TREX'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.

Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from State to State or Province to Province.

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Trex Transcend®, Trex Enhance®, and Trex Select® Care and Cleaning Guide

All exterior building materials require cleaning. Generally, soap and water is all that is required to clean Transcend, Enhance, and Select products. For additional information, see below.

Problem	Solution
Dirt and Debris	The affected area should be sprayed off with a hose to remove surface debris. Use warm soapy water and a soft bristle brush to remove dirt and debris from the embossing pattern.
Using a Pressure Washer (General Cleaning Issues)	A pressure washer with no greater than 3100 psi** that has a fan attachment/adjustment and soap dispenser may be used to remove dirt or mud. Spray deck with soap, then follow by gently scrubbing each deck board with a soft bristle brush. Spray/rinse each individual deck board using a fan tip no closer than 8-in (203 mm) from the decking surface. RINSE THOROUGHLY. If dirty water from cleaning is left to dry, a film will remain on the decking surface.
Issues with Concrete, Cement, Mortar, or Stucco Dust	When working with cement, concrete, mortar, or stucco, protect the decking as much as possible in order to not get dust particles on the decking surface. These particles, once they get hot or wet, can cause a reaction on the decking surface and are very difficult to remove. If particles get on the decking surface, Trex recommends using Sakrete™ Concrete Dissolver (www.sakrete.com/products/concrete-dissolver). BE SURE TO FOLLOW MANUFACTURER'S INSTRUCTIONS.
Hard Water Staining	Hard water is water with high amounts of mineral deposits like lime, silica and calcium. When the water dries, deposits are left behind, leaving unsightly spots on surfaces. This is not a defect of Trex products but an issue with the water itself. Generally, these deposits can be cleaned with white vinegar on decking surfaces. Rinsing is required, so care should be taken to not use hard water for this purpose. If hard water must be used, dry with a cloth or use a blower to dry surfaces. In some cases a deck brightener product may also be used to help clean hard water stains.
Chalk Lines	Most colored chalks are permanent and may discolor the surface. Use only Irwin Strait-Line® Dust-Off Marking Chalk (purple), available at www.irwin.com .
Tannins Due to Debris	Remove all debris from the deck using a hose or broom. Once the deck surface is dry, apply a deck "brightener" to the deck as directed by the manufacturer. Deck Brighteners contain oxalic acid, which will also remove tannins.
Ice and Snow	A plastic shovel may be used to remove snow from the deck. Use calcium chloride or rock salt to melt the snow and ice from the deck surface.
Oil, Grease, and Food	All food spills should be removed as soon as possible. The surface must be cleaned within seven days to maintain the stain warranty. To remove, spray off with a hose and use warm, soapy water and a soft bristle brush to remove spills from the embossing pattern.
Mold and Mildew	If debris such as pollen and dirt is allowed to remain on the deck surface, mold can feed on the biofilm. Using a hose and warm, soapy water with a soft bristle brush is recommended to remove the food source and mold.



Trex Transcend®, Trex Enhance®, and Trex Select® Care and Cleaning Guide

Problem	Solution
Trex and Static Electricity	<p>While this is not common, static electricity can occur on walking surfaces in dry climates or in areas where dry winds and dust-borne particles lay on the decking surfaces. Static electricity can build up on occupants walking across any composite decking surface, including Trex, then produce a small static shock if they touch a grounded metal surface such as railing, door, etc.</p> <p>This condition can be decreased greatly with the use of a product call ACL Staticide®. Two products tested were General Purpose Staticide® and Heavy Duty Staticide®. Both are effective in greatly reducing static electricity on Trex decking surfaces. Apply full strength, using a mop on a dry decking surface, and allow to dry; no rinsing or diluting needed. Products are non-toxic, non-flammable, non-staining (will not change the color of decking surface), completely biodegradable, and safe to use. Product is water-based and may require a second application after rain or other weather conditions. Over a period of time, the effect of static will dissipate naturally on the decking surface.</p> <p>See link for more information on product: www.aclstaticide.com/antistatic_coatings.html</p>
Rubber Mats	Use caution when using rubber-backed mats (i.e. welcome mats, etc.) as these may contain substances that can sometimes discolor or lighten the decking surface.
Curving Trex Decking	Trex recommends the use of the Trex® CustomCurve® to properly curve decking products. Note that Trex Enhance decking cannot be curved.
Job Site Storage	<p>Store decking on a flat level surface and ALWAYS use proper supports (dunnage). DO NOT store directly on the ground. When stacking decking bundles, supports (dunnage) should start approximately 8-in (203 mm) from each end and be spaced approximately 2-ft (0.61m) on center. In addition, supports (dunnage) should line up vertically/perpendicular to the decking product. Adjust support blocks (dunnage) accordingly if bundles are loose. For Select decking, Enhance decking, and 1x12 and 1x8 products, the maximum stack height is 12 bundles. For all other decking products maximum stack height is 14 bundles (IMPORTANT TO NOTE THAT PROPER DUNNAGE SPACING MUST BE IN PLACE FOR THESE HEIGHTS). When stacking multiple bundles, ensure that dunnage lines up vertically down through each stack. ALWAYS cover decking products on site until ready to be installed.</p>

Strait-Line® is a registered trademark of Irwin Industrial Tool Company.

Sakrete™ is a trademark of Oldcastle APG, a CRH Company.

**Use of products containing bleach or acid can lighten the surface of Trex. Use in an inconspicuous area to determine whether you like the effect. Neither product will affect the structural integrity of Trex.*

***Use of a pressure washer greater than 3100 psi could damage the boards and void the warranty.*

NOTES:

- » Refer to www.trex.com to view a general care and cleaning video for Transcend, Enhance, and Select decking.
- » Refer to www.trex.com for a care and cleaning guide for Trex Early-Generation Composite and PVC Decking.



NOTE: Construction methods are always improving. Please refer to www.trex.com for the most up-to-date installation requirements.



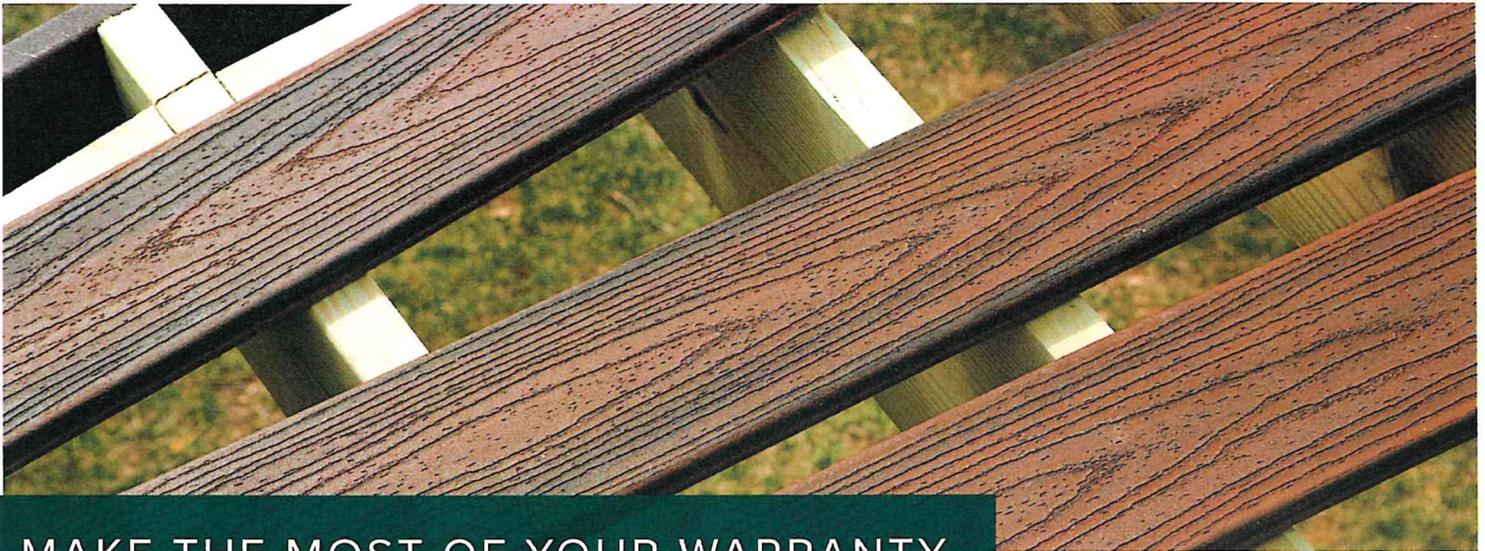
TREXPRO® LABOR WARRANTY



TrexPRO®

More ways to expand coverage. Fewer worries in the future.

When you work with a TrexPro® contractor, you can expect our high-performance decking and railing to be installed with precision. But with that comes peace of mind, too. In the unlikely case our products are defective, our free TrexPro® Residential Limited Labor Warranty covers the costs for a certified Trex® builder to reinstall your deck.



MAKE THE MOST OF YOUR WARRANTY

When your TrexPro registers your warranty with Trex, we'll cover their labor costs to replace any faulty Trex Select® and Transcend® decking as well as Signature® and Transcend® railing. That's the promise of the world's #1 decking brand.

CONTRACTOR LEVEL	COVERAGE OPTIONS	
	If Trex decking OR railing is installed*	If Trex decking AND railing is installed*
TrexPRO	1 Year	2 Years
TrexPRO GOLD	3 Years	6 Years
TrexPRO PLATINUM	5 Years	10 Years

*Trex Enhance® decking not included. Must be Trex Signature® or Transcend® railing.



UPGRADE YOUR BUILD—AND PROTECTION PLAN

If installed with qualifying Trex decking or railing, our labor warranty also covers:

- » Trex Hideaway® Hidden Fastening System
- » Trex® Fascia



WE COVER MORE THAN LABOR

No matter which decking and railing you choose, all our products are backed by a Limited Residential Warranty.



TREXPRO® RESIDENTIAL LIMITED LABOR WARRANTY

Trex Company, Inc. (hereinafter "Trex") warrants to the holder of this labor warranty ("Owner"), that if a breach of warranty occurs with respect to the Owner's Trex® decking, railing, fascia, cladding and/or fasteners (the "Products") under either the Trex Decking, Fascia and Cladding Limited Warranty, the Trex Railing and Ancillary Products Limited Warranty or the Trex Fasteners Limited Warranty (the "Warranties"), and provided that a TrexPro® contractor installed the Products and properly registered the Warranties, Trex will pay for all reasonable labor expenses in replacing the defective Products. The term of this Warranty, beginning on the date of final installation of the Products, shall be as follows:

Contractor Level	If Trex decking OR railing is installed (but not both)	If both Trex decking AND railing is installed
TrexPro	1 Year	2 Years
TrexPro Gold	3 Years	6 Years
TrexPro Platinum	5 Years	10 Years

In order for railing to be covered under this labor warranty, and in order to qualify for the Trex decking AND railing extended coverage, the railing (rails, infills and hardware) must be totally comprised of Trex Signature® and/or Transcend® railing materials.

This labor warranty excludes coverage for Enhance® Basics and Enhance® Naturals decking and fascia, and Trex Select® and Enhance® railings.

In order for fascia and fasteners to be covered under this labor warranty, either Trex decking or railing (or both) need to be installed.

This labor warranty only covers residential installations.

This labor warranty may be transferred one (1) time, within the five- (5) year period beginning from the date of original purchase by Owner, to a subsequent buyer of the property upon which the Product was originally installed.

To make a claim under this labor warranty, Owner shall send to Trex, within the warranty period referred to above, a description of the claimed defect and proof of purchase to the following address:

Trex Company, Inc.
 Customer Relations
 160 Exeter Drive
 Winchester, VA 22603-8605

Upon confirmation by an authorized Trex representative of a defect covered by one of the Warranties, the prior registration of Owner's Warranties and compliance with all other terms of this labor warranty, Trex shall (1) replace the Product under the terms of the applicable Warranty, and (2) arrange for a local TrexPro contractor to replace, remove and dispose of the defective Product, at Trex's cost.

This labor warranty may not be altered or amended except in a written instrument signed by Trex and Owner.

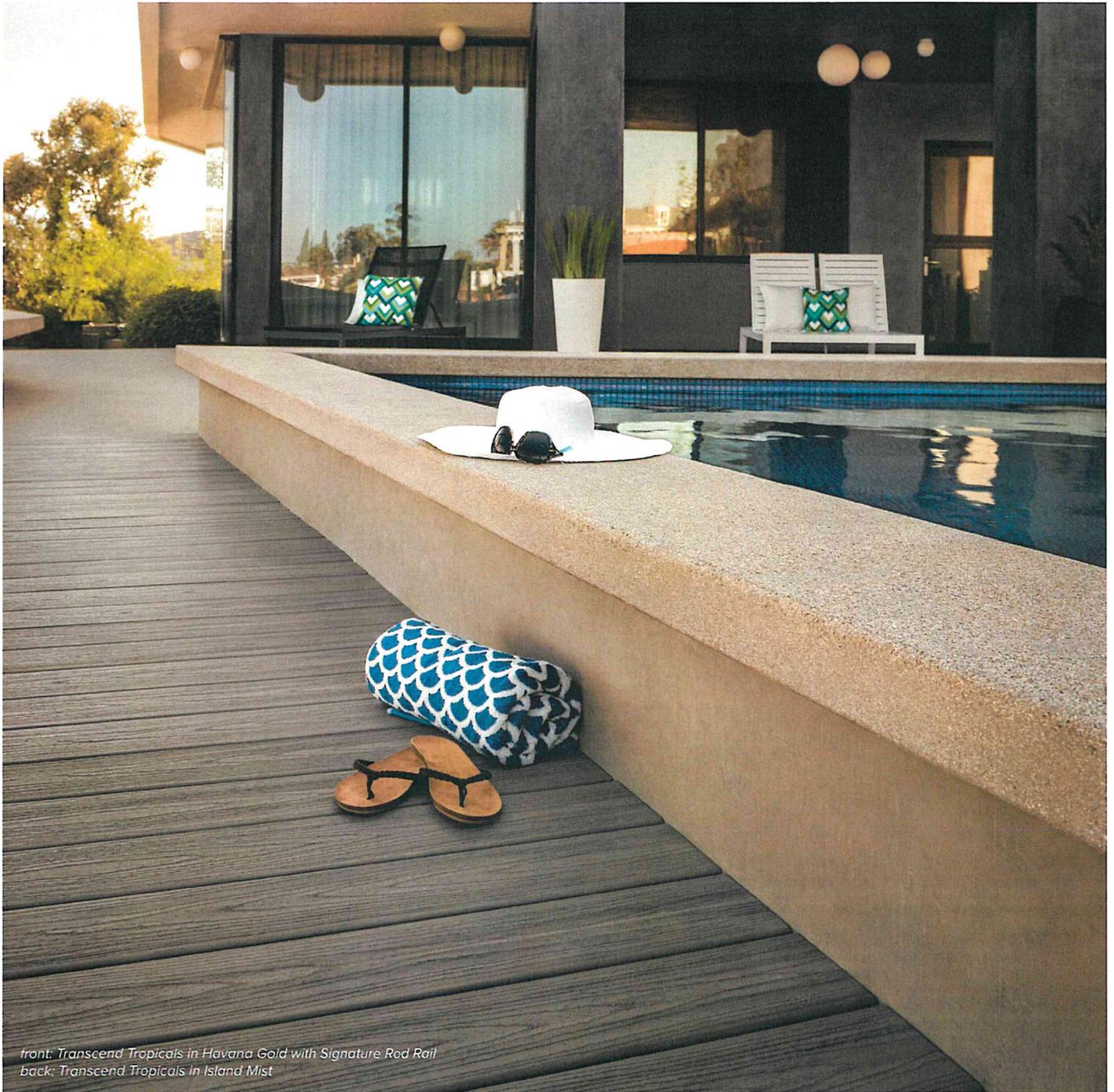
TO THE FULLEST EXTENT PERMITTED UNDER THE LAW, UNDER NO CIRCUMSTANCES WILL TREX BE LIABLE FOR ANY COST OTHER THAN LABOR COSTS TO REPLACE, REMOVE AND DISPOSE OF DEFECTIVE TREX PRODUCT. TREX SHALL NOT BE RESPONSIBLE FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER SUCH DAMAGES ARE SOUGHT IN CONTRACT, IN TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE AND STRICT LIABILITY) OR OTHERWISE.

Any TrexPro contractor who replaces Owner's Products under this labor warranty is independently owned and operated and is neither affiliated with nor an agent or representative of Trex. Trex makes no representations or warranties as to, and is not responsible for, the performance, acts or omissions of such contractor. It is the ultimate responsibility of the Owner to approve such contractor prior to any work commencing.

Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from State to State or Province to Province.

This warranty shall only be applicable and enforceable in the United States of America and Canada.

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front: Transcend Tropicals in Havana Gold with Signature Rod Rail
back: Transcend Tropicals in Island Mist



FIND US ON



Visit [trex.com](https://www.trex.com) or call 1-800-BUY-TREX

DECKING | RAILING | LIGHTING | FASCIA | KITCHENS | FURNITURE | PERGOLA | DRAINAGE | FENCING

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TREX® DECKING, FASCIA & CLADDING LIMITED WARRANTY

Trex Company, Inc. (hereinafter "Trex") warrants to the original end-use purchaser ("Purchaser") that, for the applicable Warranty Period set forth in Table I below, when properly installed, used and maintained under normal use and service conditions and in accordance with Trex's written instructions, Trex® product set forth in Table I below (the "Product") shall perform as follows:

Physical Integrity: The Product shall be free from material defects in workmanship and materials, and shall not split, splinter, rot or suffer structural damage from termites or fungal decay.

Fade Resistance: The Product shall not fade in color from light and weathering exposure as measured by color change of (a) more than 5 Delta E (CIE) units for twenty-five years from the date of original purchase, and (b) more than 15 Delta E (CIE) units for the remainder of the Warranty Period, if any.

While the Product is designed to resist fading, no material is fade proof when exposed to years of UV exposure and the elements. The Product is designed to resist fading under normal weather conditions and will not fade by more than the number of Delta E (CIE) units indicated above.

Stain Resistance: The Product shall be resistant to permanent staining resulting from spills of food and beverage items including ketchup, mustard, salad oils, tea, wine, coffee, fruit punch, barbeque sauce, sodas and other food and beverage related items that would typically be present on a residential deck, or mold and mildew naturally occurring in the environment, provided that such substances are removed from the Product with soap and water within one (1) week of exposure of the food or beverage to the surface or first appearance of the mold and mildew. Cleaning procedures are described in the Care & Cleaning Guide at www.trex.com.

Notwithstanding the foregoing, Trex does not warrant that the Product is stain-proof and does not warrant stain resistance resulting from spilled or otherwise applied food and beverage substances which are not properly cleaned as provided above within one (1) week of exposure. In addition, materials not covered in this stain resistance section of this Limited Warranty include abrasive compounds of acidic or basic pH, paints or stains, strong solvents, metallic rust or other abnormal deck use items, and non-food and non-beverage substances, including but not limited to, biocides, fungicides, plant food, bactericides, cement, concrete, mortar, stucco and colored chalk. Mold and mildew can settle and grow on any outdoor surface, including this Product. You should periodically clean your deck to remove dirt and pollen that can feed mold and mildew. This Limited Warranty does not cover mold and mildew which is not properly cleaned as provided above within one (1) week of first appearance.

Residential/Commercial Application: For purposes of this Limited Warranty, a "residential application" shall refer to an installation of the Product on an individual residence, and a "commercial application" shall refer to any installation of the Product other than on an individual residence.

Term of Limited Warranty: The term of this Limited Warranty for a Product (the "Warranty Period") begins on the date of original purchase and shall be equal to the number of years set forth next to such Product in Table I below.

TABLE I

Product	Residential Warranty Period	Commercial Warranty Period
Transcend® decking and fascia	50 Years	10 Years
Transcend® cladding	50 Years	25 Years
Select® decking and fascia, Universal fascia	35 Years	10 Years
Enhance® decking and fascia	25 Years	10 Years

Transferability: With respect to a residential application, this Limited Warranty may be transferred one (1) time, within the five (5) year period beginning from the date of original purchase by the Purchaser, to a subsequent buyer of the property upon which the Product was originally installed. With respect to a commercial application, this Limited Warranty is freely transferable to subsequent buyers of the property upon which the Product was originally installed.

EXCLUSIONS FROM WARRANTY COVERAGE

The Products must be stored, handled, installed, used and maintained in accordance with instructions provided by Trex, and this Limited Warranty is conditioned upon compliance with all such instructions. Copies of Trex's Installation Guides, Technical Information and Care and Cleaning Guides are available from Trex at the address listed below. The materials may also be obtained on Trex's website at trex.com.

Any information or suggestion by Trex with respect to the Products concerning applications, specifications or compliance with codes and standards, including building or safety codes, is provided solely for Purchaser's convenient reference and is made without any representation as to accuracy or suitability. Purchaser must verify and test the suitability of any information with respect to the Products for Purchaser's specific application.

This Limited Warranty does not cover defects caused by:

Exposure to Heat: Direct or indirect contact with extreme heat sources (over 275°F/135°C) may cause fading and may damage the surface of the Product, and any effects of such exposure are expressly excluded from coverage under this Limited Warranty.

Surface Damage: Never use metal shovels or sharp-edged tools to remove snow and ice on the surface of the Product. If the surface of the Product is damaged or punctured, this Limited Warranty will be voided.

Paint or Other Materials Applied to the Product: If paint, solvents or other coating materials are applied to the Product, this Limited Warranty will be voided.

Other Exclusions: This Limited Warranty shall not cover any condition attributable to: (1) improper installation of the Product and/or failure to abide by Trex's installation guidelines, including but not limited to improper gapping; (2) use of the Product beyond normal use or service conditions, or in an application not recommended by Trex's guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which the Product is installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, etc.), staining from foreign substances other than food and beverages (such as dirt, grease, oil, etc.); (5) improper handling, storage, abuse or neglect of the Product by Purchaser, the transferee or third parties; (6) any fading or staining not on the walking surface of the Product (i.e., the underside or the ends of the Product); or (7) ordinary wear and tear.

Excluded Products: This Warranty shall not apply to any Trex products not listed in Table I, including, but not limited to, Trex Transcend® railing, Trex Enhance® railing, Trex Select® railing, Trex Signature® railing, Trex Decklighting™ products, TrexTrim™ products, Trex® outdoor lighting products, Trex Hideaway® Fasteners, and Trex® fencing, which are excluded from this Limited Warranty. Each of these products has a separate Limited Warranty.

PROCEDURE FOR MAKING A CLAIM UNDER THIS LIMITED WARRANTY

To make a claim under this Limited Warranty, Purchaser must do the following:

1. If the Purchaser is making a claim relating to the Limited Warranty on stain resistance, Purchaser must do as follows:

(a) Purchaser must try to clean the affected area of the deck by using the cleaning procedures described above (and provided in more detail in the Care & Cleaning Guide found at www.trex.com) within one (1) week of exposure of the food or beverage to the Product or first appearance of the mold and mildew.

(b) If the affected area remains reasonably unsatisfactory after Purchaser has tried these cleaning procedures, then Purchaser must have the affected area of the deck professionally cleaned at Purchaser's expense.

(c) If the affected area remains reasonably unsatisfactory after the professional cleaning, Purchaser may make a claim under this Limited Warranty, provided that such claim is made within thirty (30) days after the professional cleaning.

2. To make a claim under this Limited Warranty, Purchaser, or the transferee, shall send to Trex, within the Warranty Period referred to above, a written description and photographs of the claimed defect, proof of purchase, and if the claim relates to the Limited Warranty on stain resistance, proof of compliance with paragraph 1 above, to the following address:

Trex Company, Inc.
Customer Relations
160 Exeter Drive
Winchester, VA 22603-8605



**TREX® DECKING, FASCIA & CLADDING
LIMITED WARRANTY (continued)**

3. Upon confirmation by an authorized Trex representative of a valid claim hereunder, Trex's sole responsibility shall be, at its option, to either: (a) replace the affected Product with new Product in an amount equal to the volume (linear feet) of defective material; or (b) refund the portion of the purchase price paid by Purchaser for such affected Product (not including the cost of its initial installation). Replacement Products will be as close in color, design, and quality to the original Products as reasonably possible, in Trex's discretion and determination, but Trex does not guarantee an exact match as colors and designs may change and Trex's obligation as to replacement shall further be limited to replacement with the styles and colors of the Product that are available at the time of the replacement. **THE REMEDIES STATED IN THIS PARAGRAPH ARE PURCHASER'S SOLE AND EXCLUSIVE REMEDIES FOR ANY PRODUCT THAT FAILS TO CONFORM TO THIS LIMITED WARRANTY.**

If a valid warranty claim hereunder is made during year eleven (11) or any year thereafter through the expiration of the applicable Warranty Period after the original purchase, recovery will be prorated in accordance with Table II, below. If Trex is providing replacement materials, it may elect to replace the percentage listed in Table II, below, of boards otherwise meeting the requirements for a claim, or if it is refunding the purchase price, it may elect to refund the percentage listed below in Table II of the purchase price of Product otherwise meeting the requirements for a claim.

TABLE II

Year of Claim	Warranty Period		
	50 Year	35 Year	25 Year
11	90%	80%	80%
12	90%	80%	80%
13	90%	80%	80%
14	90%	80%	60%
15	90%	60%	60%
16	90%	60%	60%
17	70%	60%	40%
18	70%	60%	40%
19	70%	40%	40%
20	70%	40%	20%
21	70%	40%	20%
22	70%	40%	20%
23	50%	20%	10%
24	50%	20%	10%
25	50%	20%	10%
26	50%	20%	-
27	50%	20%	-
28	50%	20%	-
29	30%	10%	-
30	30%	10%	-
31	30%	10%	-
32	30%	10%	-
33	30%	10%	-
34	30%	10%	-
35	30%	10%	-

Year of Claim	Warranty Period		
	50 Year	35 Year	25 Year
36	20%	-	-
37	20%	-	-
38	20%	-	-
39	20%	-	-
40	20%	-	-
41	20%	-	-
42	20%	-	-
43	10%	-	-
44	10%	-	-
45	10%	-	-
46	10%	-	-
47	10%	-	-
48	10%	-	-
49	10%	-	-
50	10%	-	-

THE LIMITED WARRANTIES SET FORTH HEREIN ARE THE ONLY WARRANTIES MADE BY TREX IN CONNECTION WITH THESE PRODUCTS. TREX DOES NOT MAKE ANY OTHER WARRANTIES, IMPLIED OR EXPRESS, AND DISCLAIMS ALL OTHER WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TREX'S SOLE OBLIGATION UNDER THIS LIMITED WARRANTY SHALL BE, AT ITS OPTION, REPLACEMENT OF NON-CONFORMING PRODUCTS OR A REFUND OF THE PURCHASE PRICE, AS DESCRIBED ABOVE. PURCHASER ASSUMES ALL RISK WHATSOEVER AS TO THE RESULT OF THE USE OF THE PRODUCTS PURCHASED, WHETHER USED SINGULARLY OR IN COMBINATION WITH ANY OTHER PRODUCTS OR SUBSTANCES.

THIS LIMITED WARRANTY SHALL NOT COVER AND TREX SHALL NOT BE RESPONSIBLE FOR COSTS AND EXPENSES INCURRED WITH RESPECT TO THE REMOVAL OF DEFECTIVE PRODUCT OR THE INSTALLATION OF REPLACEMENT MATERIALS, INCLUDING BUT NOT LIMITED TO LABOR AND FREIGHT.

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

TO THE FULLEST EXTENT PERMITTED UNDER THE LAW, UNDER NO CIRCUMSTANCES WILL TREX BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL, RELIANCE, STATUTORY, SPECIAL, PUNITIVE OR EXEMPLARY DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOSS OF USE, LOSS OF TIME, LOSS OF REVENUES, INCONVENIENCE, LOSS OF BUSINESS OPPORTUNITIES, OR DAMAGE TO GOOD WILL OR REPUTATION DAMAGES, WHETHER SUCH DAMAGES ARE SOUGHT IN CONTRACT, IN TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE AND STRICT LIABILITY) OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR SUCH DAMAGES COULD HAVE BEEN REASONABLY FORESEEN, IN CONNECTION WITH, ARISING OUT OF, OR AS A RESULT OF, THE SALE, DELIVERY, INSTALLATION, USE OR LOSS OF USE OF THE PRODUCTS SOLD HEREUNDER, OR FOR ANY LIABILITY OF PURCHASER TO ANY THIRD PARTY WITH RESPECT THERETO AND TREX'S LIABILITY FOR NON-PERSONAL INJURY CLAIMS WITH RESPECT TO DEFECTIVE PRODUCT SHALL IN NO EVENT EXCEED THE REPLACEMENT OF SUCH PRODUCT OR REFUND OF THE PURCHASE PRICE, AS DESCRIBED ABOVE.

Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from State to State or Province to Province.

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TREX TRANSCEND[®], TREX ENHANCE[®] AND TREX SELECT[®] CARE AND CLEANING GUIDE

All exterior building materials require cleaning. Generally, soap and water is all that is required to clean Trex Transcend, Enhance and Select products. For further information, see below.

PROBLEM	SOLUTION
Dirt and Debris	The affected area should be sprayed off with a hose to remove surface debris. Use warm soapy water and a soft bristle brush to remove dirt and debris from the embossing pattern.
Hard Water Staining	Hard water is water with a high amount of mineral deposits like lime, silica and calcium. When the water dries, deposits are left behind, leaving unsightly spots on surfaces. This is not a defect of Trex products but an issue with the water itself. Generally these deposits can be cleaned with white vinegar on decking surfaces or use of Magic Eraser [®] on railing surfaces. Rinsing is required so care should be taken to not use hard water for this purpose, and if it must be used, dry with a cloth or use a blower to dry surfaces.
Chalk Lines	Most colored chalks are permanent and may discolor the surface. Use only Irwin Strait-Line [®] * Dust-Off Marking Chalk (purple), available at Irwin.com
Tannins Due to Debris	Remove all debris from the deck using a hose or broom. Once the deck surface is dry, apply a deck "brightener" ^{**} to the deck as directed by the manufacturer. Deck Brighteners contain oxalic acid, which will also remove tannins.
Ice and Snow	A plastic shovel may be used to remove snow from the deck. Use calcium chloride or rock salt to melt the snow and ice from the deck surface.
Oil, Grease and Food	All food spills should be removed as soon as possible. The surface must be cleaned within seven days to maintain the stain warranty. To remove, spray off with a hose and use warm, soapy water and a soft bristle brush to remove spills from the embossing pattern.
Mold and Mildew	If debris such as pollen and dirt is allowed to remain on the deck surface, mold can feed on the biofilm. Using a hose and warm, soapy water with a soft bristle brush is recommended to remove the food source and mold.
Using a Pressure Washer (Concrete, Stucco or Ground-in Construction Dirt)	A pressure washer with no greater than 3100 psi ^{***} that has a fan attachment/adjustment and soap dispenser may be used to remove dirt, concrete dust, or other types of construction dirt. Spray deck with soap, then follow with gently scrubbing each deck board with a soft bristle brush. Spray/rinse each individual deck board using a fan tip no closer than 8-in from the decking surface. RINSE THOROUGHLY. If dirty water from cleaning is left to dry, this will cause a film to remain on the decking surface.
Maintaining Transcend and Select Railing	NEVER use acetone or other solvents on Trex Transcend or Select railing to maintain the beauty of the surface. For color transfer issues (from attachment of baluster spacer), use Mr. Clean [®] Magic Eraser [®] Original or Magic Eraser [®] Extra Power to help remove this. ^{****} For small surface scratches, marks or scuffs, use Dupli-Color Scratch Seal [™] Clear Sealer Pen. ^{*****}
Job Site Storage	Store decking on a flat level surface, and always use proper supports (dunnage). Do not store directly on the ground. When stacking decking bundles, supports (dunnage) should start approximately 8-in (0.20 m) from each end and be spaced approximately 2-ft (0.61 m) on center. In addition, supports (dunnage) should line up vertically/perpendicular to the decking product. Adjust support blocks (dunnage) accordingly if bundles are loose. For Select decking, 1x12 and 1x8 products, the maximum stack height is 12 bundles. For all other decking products maximum stack height is 14 bundles (IMPORTANT TO NOTE THAT PROPER DUNNAGE SPACING MUST BE IN PLACE FOR THESE HEIGHTS.) When stacking multiple bundles, ensure that dunnage lines up vertically down through each stack. Always cover decking products on site until ready to be installed.

*Strait-Line[®] is a registered trademark of Irwin Industrial Tool Company.

**Use of products containing bleach or acid will lighten the surface of Trex. Use in an inconspicuous area to determine whether you like the effect. Neither product will affect the structural integrity of Trex.

***Use of a pressure washer greater than 3100 psi could damage the boards and void the warranty.

****Mr. Clean[®] and Magic Eraser[®] are registered trademarks of The Procter and Gamble Company.

*****Scratch Seal[™] Clear Sealer Pen is a registered trademark of Dupli-Color[®] Products Company.