

dasso.XTR® Fused Bamboo® Decking Limited 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 (right). 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 (right) of boards otherwise meeting the requirements for a claim; if XTR® is refunding the purchase price, it may elect to refund the percentage listed (right) 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 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 supply to the Purchaser sufficient quantity of replacement decking to replace the defective item or refund the portion of the purchase price paid by Purchaser for such defective items (not including the cost of its initial installation or replacement).

Year of Claim (Residential /Commercial)	Recovery
11 / 1	90%
12 / 2	80%
13 / 3	70%
14 / 4	60%
15 / 5	50%
16 / 6	40%
17 / 7	30%
18 / 8	20%
19 / 9	10%
20 / 10	10%

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 as a result of weathering and outdoor seasonal changes – as with all wood decking.
 - checking (minor cracks) on the surface and on the ends of the XTR® boards can arise from extreme weather, in particular intense sun and dryness – just like with all wood decking.
 - 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® Guard 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 purchase by the Purchaser, to a subsequent buyer of the property upon which the XTR® products were 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:

dasso.XTR®
Warranty Service
115-C Twinbridge Drive
Pennsauken, NJ 08110
215-310-0711
info@dassoXTR®.com

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 guidelines, 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.
- 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
- 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.

Some States 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.

WARRANTY REGISTRATION

In order to validate your dasso.XTR® warranty, please complete this form and attach a copy of the invoice from whom you purchased dasso.XTR® from. Return the form to dasso.XTR® within 60 days of installation by one of the following methods:

MAIL to:
dasso.XTR®
115-C Twinbridge Drive
Pennsauken, NJ 08110

EMAIL to:
warranty@dassoXTR.com

COMPLETE ONLINE:
dassoXTR.com/resources/technical

Please fill out the requested information below about your dasso.XTR® Product

First Name*	Last Name*		
Address Line 1*			
Address Line 2*			
City*	State/Province*	Zip/Postal Code*	Country*
Phone*	Email*		

Product Information

Purchase Date*	Who was your product purchased from?*	<input type="radio"/> Contractor <input type="radio"/> Dealer	
Qty purchased*	<input type="radio"/> Lft <input type="radio"/> Sqft	Installation type*	<input type="radio"/> Residential <input type="radio"/> Commercial
Name of installer*		<input type="radio"/> Contractor <input type="radio"/> Self-Installed	
Check the dasso product you purchased*			
XTR® Decking <input type="radio"/> Unfinished <input type="radio"/> Prefinished	XTR® Deck Tiles <input type="radio"/> Unfinished <input type="radio"/> Prefinished	XTR® RainClad Siding <input type="radio"/> Unfinished <input type="radio"/> Prefinished	
Was your XTR® recoated after installation?*	Was it recoated with XTR® Guard or a different product?*		
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> XTR® Guard <input type="radio"/> Other (please specify) _____		

*Above Fields are requested.