



Green Plank® Composite Products

Residential Limited Product Warranty

Decking | Cladding | Fencing | Planks | Accessories

WARRANTOR AND TERRITORIAL SCOPE

This Limited Warranty is issued by COMPOCENTRA AB, a company registered in Sweden under organisation number 559270-2061, with its registered address at Klågerupsv. 361, 212 36 Malmö, Sweden ("Green Plank", "we", "us" or "our").

Green Plank® is a registered trade mark used for composite decking, cladding, fencing and related outdoor products. This Limited Warranty applies only to genuine Green Plank® products purchased from Green Plank or from an authorised Green Plank dealer, distributor, reseller or contractor.

This Limited Warranty applies only to products installed in the country or territory where the product was originally supplied, unless otherwise confirmed in writing by Green Plank.

Where Green Plank® products are purchased in one country and installed in another country, the Purchaser, property owner, contractor, installer, architect, designer and/or project responsible party shall be responsible for ensuring that the product selection, design, substructure, installation method, ventilation, drainage, fire requirements, slip requirements, structural requirements and intended use comply with all applicable local laws, building regulations, standards and project requirements in the country of installation.

This Limited Warranty applies only to the Green Plank® product itself. It does not replace project-specific design responsibility, structural engineering responsibility, building-code responsibility, installation responsibility, maintenance responsibility, or the responsibility of any contractor, installer, architect, designer, property owner, developer, housing association, municipality or other project party.

1. Important notice - statutory rights are not affected

This Residential Limited Product Warranty is a voluntary commercial warranty offered by Green Plank. It gives the Purchaser additional rights on the terms stated below. It does not exclude, limit or replace any mandatory statutory rights that a consumer may have against the seller, installer or manufacturer under applicable national law.

Where any limitation in this Warranty is not permitted by mandatory law in the country of purchase, that limitation shall apply only to the fullest extent permitted by law. The remaining terms shall continue to apply.

2. Who is covered

This Warranty applies only to the original end-user purchaser of first-quality Green Plank products purchased through an authorised Green Plank dealer, distributor, reseller or contractor for a qualifying residential application.

- **Original Purchaser:** the individual homeowner who purchased the Product or owned the residential property when the Product was first installed.
- **Residential Application:** installation on an owner-occupied single-family home, private garden, private terrace, private balcony or comparable private residential area. Unless Green Plank confirms otherwise in writing, multi-family housing common areas, rental properties, commercial premises, public spaces, hotels, restaurants, schools, marinas, piers, boardwalks and municipal projects are not residential applications.
- **Warranty start date:** the date of original purchase shown on the invoice. The Warranty Period is not restarted by repair, replacement, resale, transfer of property ownership or later installation of replacement material.

3. Covered products and warranty periods

The Warranty Period depends on the product, construction, surface technology and permitted installation span. Joist/span references apply only to decking installed as walking surfaces and only where the relevant Green Plank installation instructions and product datasheet expressly permit that span.

Product category	Covered product(s)	Qualifying residential use	Physical integrity warranty	Capped surface stain/fade warranty	Important conditions
Premium capped solid decking	TerraTuff™ capped solid decking	Above-ground residential pedestrian decking	50 years when installed at max. 400 mm c/c joist spacing 30 years when installed at max. 600 mm c/c joist spacing	25 years on capped walking surface only	600 mm c/c applies only where expressly allowed by the product datasheet, loading design and installation instructions. Diagonal boards, stairs, heavy loads or hot/dark exposed locations may require reduced spacing.
Premium capped cladding	Bastion™ capped hollow cladding	Non-structural, ventilated rainscreen cladding/facade use	30 years	20 years on exposed capped surface only	No joist-span warranty applies to cladding. Project designer/installer is responsible for facade design, fire requirements, wind loads, drainage, ventilation and building envelope detailing.
Solid uncapped decking	Nordeka™ solid decking	Above-ground residential pedestrian decking	25 years when installed at max. 400 mm c/c joist spacing 20 years when installed at max. 600 mm c/c joist spacing	Not applicable	Natural colour maturation, variation and surface weathering are normal characteristics and are not covered as fade/stain claims.
Hollow decking	Classic™ and Sapphire™ hollow decking	Above-ground residential pedestrian decking	20 years when installed at max. 400 mm c/c joist spacing 15 years when installed at max. 600 mm c/c joist spacing	Not applicable	Requires free drainage, ventilation and correct treatment of board ends according to Green Plank instructions. Not for structural or continuously wet applications.
Fencing system	Private™ fencing profiles and boards	Private residential fencing/screening system	15 years	Not applicable unless separately stated in writing	Posts, foundations, gates, wind-load design, ground movement and non-Green Plank components are not covered. Substitution of system components may void coverage.
Planks / utility profiles	Naturplank™ and similar planks	Private residential, non-structural, above-ground use unless the datasheet allows otherwise	15 years	Not applicable	Not for load-bearing structural use. Ground contact, retaining walls, water contact and soil contact are excluded unless expressly approved in writing.
Accessories	Green Plank branded clips, screws, fixings and accessories supplied by Green Plank	Use only with compatible Green Plank products	5 years against material manufacturing defects	Not applicable	Corrosion, chemical exposure, marine exposure, wrong fastener type, wrong metal grade and third-party accessories are excluded.

Products not listed above, sample pieces, seconds, clearance goods, used/reclaimed material, prototypes, custom profiles or products sold "as-is" are covered only if Green Plank confirms the applicable warranty in writing on the order confirmation or invoice.

4. What Green Plank warrants

4.1 Physical integrity

During the applicable Warranty Period and subject to all conditions and exclusions in this document, Green Plank warrants that the covered Product, under normal residential use and service, will remain free from material manufacturing defects in workmanship or materials that result directly in:

- rotting or fungal decay affecting the integrity of the Product;
- structural damage to the Product caused by termites or insects;

- material splitting, splintering, cracking, delamination, peeling or flaking caused directly by a manufacturing defect and not by installation, impact, site conditions, heat, movement, overload, weathering or misuse.

4.2 Capped product stain and fade coverage

Only the capped surface of products for which a capped surface stain/fade warranty is expressly stated in Section 3 is covered. No uncapped product has a stain or fade warranty unless Green Plank states this separately in writing.

- **Fade coverage:** the capped exposed surface will not suffer excessive fade beyond normal weathering. Excessive fade means a clean, dry exposed surface shows a colour change greater than 5 Delta E (CIE L*a*b*) when compared by Green Plank or an independent laboratory with an appropriate retained or representative unweathered sample. Colour changes caused by dirt, pollution, tannins, moisture, chemicals, shading differences, UV/weather exposure within normal limits, or batch variation are not covered.
- **Stain coverage:** the capped exposed surface will resist permanent staining from ordinary residential food and beverage spills, provided the substance is removed with water, mild soap or approved cleaner within seven (7) days after exposure or first appearance. No product is stain-proof. Staining from non-food substances, chemicals, cement, mortar, paint, oil, grease not promptly removed, rust, fertilizer, tannins, mould, algae, mildew, rubber, mats, plant pots or environmental deposits is excluded.

5. Conditions for warranty coverage

Warranty coverage is conditional on all of the following:

- **Authorised purchase and proof:** the Purchaser must provide proof of purchase, product identification, date of purchase, dealer/contractor information and, where available, batch labels, packaging labels or traceability markings.
- **Registration of extended warranty:** to activate voluntary extended warranty coverage, the Purchaser must register the installation online or by email within ninety (90) days after installation. Late registration may be accepted at Green Plank's discretion if the Product, installation date and compliance can be verified. Failure to register does not affect mandatory statutory rights.
- **Correct installation:** the Product must be installed in full compliance with Green Plank's written installation instructions, product datasheets, project-specific written approvals and all applicable local building codes and regulations.
- **Correct span and support:** decking must be supported at or below the maximum c/c spacing stated for that specific product and use. More support is required for diagonal installation, stairs, borders, high point loads, public-style loading, hot/dark exposed areas or where Green Plank instructions require it.
- **Ventilation, drainage and gapping:** all required side gaps, butt gaps, perimeter gaps, ventilation openings, slope and drainage paths must be maintained. Products must not be installed directly on soil, directly on concrete slabs, over existing decking or in locations where water is trapped unless Green Plank instructions expressly allow it.
- **Approved fasteners and accessories:** only compatible fasteners, clips, screws, substructure materials and accessories specified or approved by Green Plank may be used.
- **Proper care and maintenance:** the Product must be cleaned and maintained according to Green Plank care and maintenance instructions. The Purchaser must take reasonable steps to remove dirt, organic matter, snow, ice, spills, standing water and staining agents.
- **No installation of visible defects:** if a Product shows visible damage, wrong colour, wrong profile, transport damage or other visible non-conformity before installation, it must not be cut or installed. Installation of visibly defective or incorrect material may be treated as acceptance of the visible condition.
- **Inspection access:** Green Plank must be given a reasonable opportunity to inspect the Product, the installation, the substructure and the surrounding environment before the Product is removed, altered or repaired, except where immediate action is required for safety.

6. Prorated warranty recovery schedule

For valid claims accepted by Green Plank, recovery is based on the applicable Warranty Period for the affected Product and the year in which the claim is made. Recovery means the percentage of defective Product Green Plank may replace, or the percentage of the original purchase price of the defective Product that Green Plank may refund.

Labour, removal, disposal, reinstallation, freight and other costs are not included unless mandatory law requires otherwise.

Warranty period	Years 0-10	Later-year recovery schedule
50-year	100%	Years 11-15: 90% 16-20: 70% 21-25: 50% 26-30: 30% 31-40: 20% 41-50: 10%
30-year	100%	Years 11-13: 80% 14-16: 60% 17-19: 40% 20-22: 20% 23-30: 10%
25-year	100%	Years 11-13: 80% 14-16: 60% 17-19: 40% 20-22: 20% 23-25: 10%
20-year	100%	Years 11-12: 80% 13-14: 60% 15-16: 40% 17-18: 20% 19-20: 10%
15-year	100%	Year 11: 80% 12: 60% 13: 40% 14: 20% 15: 10%
5-year accessories	100%	No recovery after year 5 unless mandatory law requires otherwise

Example: if a Product has a 25-year Warranty Period and Green Plank accepts a valid claim in year 18, Green Plank may, at its option, replace 40% of the defective Product volume or refund 40% of the original purchase price paid for the defective Product.

For capped surface stain/fade claims, the capped surface stain/fade Warranty Period stated in Section 3 applies, even if the Product has a longer physical integrity Warranty Period.

7. Green Plank's sole remedy

If Green Plank confirms a valid claim, Green Plank's sole obligation, at its option, will be one of the following:

- replace the defective Green Plank Product in an amount equal to the prorated volume of defective material accepted by Green Plank; or
- refund the prorated portion of the original purchase price paid for the defective Green Plank Product.

Replacement Product will be as close as reasonably possible in function, quality, colour and design to the original Product, but Green Plank does not guarantee an exact match. Colours, surface texture, gloss, design, dimensions and product lines may change over time. Green Plank may substitute a discontinued Product with a product of comparable function and quality.

Any replacement or refund does not renew, restart or extend the original Warranty Period. Replacement material remains covered only for the remaining part of the original Warranty Period.

8. Warranty registration and claim procedure

8.1 Registration

To activate the voluntary extended warranty, the Purchaser should register the Product within ninety (90) days after installation by email or online registration.

Registration should include:

- Purchaser name, address, email and telephone number;
- installation address and installation date;
- Product name, colour, dimensions, quantity and batch/traceability information if available;
- copy of invoice or receipt from authorised dealer, reseller or contractor;
- name of installer/contractor, if applicable;
- clear photographs of the completed installation, including close-up photos and overview photos.

8.2 Making a claim

The Purchaser must notify Green Plank within thirty (30) days after discovering the alleged defect and before the Warranty Period expires. Claims may be submitted by email or through Green Plank's online claim form once available.

A claim must include:

- Purchaser name, contact details and installation address;
- proof of purchase and warranty registration confirmation, if available;
- Product name, colour, dimensions, quantity affected and total quantity installed;

- clear photographs showing the claimed defect, the overall installation, the substructure, joist spacing, fixing method, ventilation/drainage details and surrounding conditions;
- a short written description of the defect, when it was first noticed and how the area has been used, cleaned and maintained;
- installation records, maintenance records, installer details and any project drawings if requested;
- permission for Green Plank or its representative to inspect, photograph, measure, test and, if necessary, remove or request samples of the Product.

The Purchaser must not remove, replace, alter, paint, sand, seal, repair or dispose of the claimed Product before Green Plank has had a reasonable opportunity to inspect it, unless immediate action is required for safety or to comply with law. Failure to preserve the Product or installation evidence may result in rejection of the claim.

9. Exclusions - what is not covered

This Warranty does not cover, and Green Plank shall not be responsible for, any condition, defect, damage, cost or loss attributable to any of the following:

- **Installation or design errors:** incorrect installation; failure to follow Green Plank instructions; insufficient gapping; insufficient ventilation; insufficient slope or drainage; installation directly on soil, directly on concrete, over existing decking or in trapped-water conditions; unsupported joints; wrong joist spacing; wrong span; incorrect screw/clip placement; overdriven fasteners; use of non-approved fasteners; lack of structural support; or non-compliance with building codes.
- **Unsuitable or structural use:** use as beams, joists, columns, posts, stair stringers, guardrail posts, load-bearing balcony structures, roof membranes, waterproof decking systems, retaining walls, bridge structures, vehicle surfaces, emergency escape routes or any structural component unless expressly approved in writing by Green Plank and a qualified project engineer.
- **Substructure and site movement:** movement, distortion, corrosion, decay, collapse, settlement, frost heave, vibration, deflection, failure or inadequate design of the ground, foundation, wall, facade, posts, joists, battens, framing or supporting structure.
- **Excessive load or impact:** point loads, heavy planters, spas, machinery, ladders, scaffolding, concentrated furniture legs, wheels/casters, dragging heavy objects, impact, abrasion, cuts, scratches, dents, punctures, vandalism, abuse, misuse or ordinary wear and tear.
- **Heat and reflected sunlight:** fire, embers, grills, fire pits, heaters, chimneys, hot ashes, hot objects, black or rubber mats, tarps, coverings, concentrated heat, heat build-up, or direct/indirect reflected sunlight including from low-emissivity/Low-E glass, glass railings or metallic reflective surfaces.
- **Weather, environment and force majeure:** flooding, storm, hurricane, tornado, lightning, earthquake, hail, sandstorm, extreme climate, air pollution, industrial fallout, salt deposits, chlorine, de-icing chemicals, seawater exposure unless approved in writing, environmental deposits, algae, mould, mildew, pollen, leaves, soil, organic matter or other outdoor exposure effects.
- **Staining and surface contamination:** dirt, grease, oil, barbecue residue, rust, iron-containing fertiliser, tannins/extractives, water stains, mineral deposits, cement, concrete, mortar, plaster, stucco, paint, wood stain, solvents, adhesives, sunscreen, insect repellent, biocides, fungicides, pesticides, plant food, chemical cleaners or substances not promptly removed according to care instructions.
- **Normal appearance changes:** natural colour variation, production batch variation, colour maturation, fading within normal limits, weathering, chalking, gloss change, water spots, surface deposits, minor dimensional tolerance, minor bowing or cupping within published tolerances, or differences between samples, photographs, brochures, website images and delivered products.
- **Handling and storage:** damage caused by transport after delivery, site handling, improper unloading, stacking, storage without support, storage in direct heat, storage under dark coverings, bending, warping, moisture entrapment or contamination before installation.
- **Modification or incompatible treatments:** cutting, milling, routing, grooving, drilling, sanding, brushing, painting, staining, sealing, coating, pressure washing, chemical treatment or surface treatment not carried out according to Green Plank written instructions.
- **Third-party products:** damage caused by non-Green Plank products, fasteners, clips, substructures, membranes, sealants, cleaners, furniture feet, mats, lighting, glass, metal, hardware or other components.

- **Cladding-specific exclusions:** failure of wall construction, weather barrier, insulation, fire stops, ventilation cavity, battens, fixings, wind-load design, drainage, flashings, penetrations, condensation control, facade engineering or compliance with fire and building regulations.
- **Fencing-specific exclusions:** wind-load failure, storm damage, inadequate foundations, post movement, gate movement, ground settlement, soil pressure, impact, climbing, misuse, or use of timber/metal/third-party parts in place of required Green Plank system components.
- **Commercial or public use:** any non-residential, commercial, public, municipal, rental, multi-family common area, marine, pier, boardwalk, hospitality or high-traffic installation unless a separate written commercial/project warranty is issued by Green Plank.
- **Visible defects installed:** visible defects, wrong product, wrong colour, wrong profile or transit damage where the Product was cut or installed despite the defect being visible before installation.

10. Product-specific technical notes

10.1 Decking

- Decking is a pedestrian walking surface only and is not a waterproof roof membrane or structural framing component.
- Maximum c/c support spacing must follow the product datasheet and installation guide. Where a 600 mm c/c span is offered, it applies only to approved profiles, perpendicular installation, normal private residential pedestrian loading and full compliance with instructions.
- Diagonal installation, stairs, borders, picture framing, butt joints, high loads, hot exposed locations and dark colours may require closer support spacing.
- Adequate ventilation below and around the deck is essential. Lack of airflow can increase heat, moisture movement, mould growth, dimensional movement and surface staining.

10.2 Cladding

- Cladding must be installed as a ventilated, drained, non-structural rainscreen system unless Green Plank gives a different written system approval.
- Green Plank does not warrant the wall assembly, waterproofing, fire design, wind-load design, insulation, condensation control or building envelope performance.
- Local facade, fire, cavity barrier, wind-load and building regulations vary. The project designer and installer are responsible for suitability and compliance.

10.3 Fencing

- Fencing profiles are covered only as material profiles. Posts, foundations, anchoring, gates and wind-load design must be correctly designed for the location.
- Temporary bowing, thermal movement and slight colour changes can occur in outdoor natural fibers polymers composite fencing and are not defects unless outside Green Plank's published tolerances.

10.4 Hollow profiles

- Hollow profiles must be installed so water can drain and the profile can ventilate and expand. Hollow profiles must not be sealed, filled, blocked or used in standing-water conditions unless Green Plank instructions expressly allow it.
- End caps, trims and drainage details must be installed as specified. Water entering a hollow profile is not a defect if the product is installed to drain and dry normally.

11. Transferability - original purchaser and one subsequent property owner

This Warranty is issued to the Original Purchaser and may be transferred one (1) time only to the first subsequent owner of the same residential property on which the Product was originally installed. No second or further transfer is permitted, even if the property is resold again. The Product must remain installed at the original installation address; Products that are removed, relocated, resold separately or reinstalled at another property are not covered.

A transfer does not extend, restart or renew the Warranty Period. The subsequent owner receives only the remaining unexpired portion of the original Warranty Period, measured from the original purchase date and subject to all exclusions, limitations, installation requirements, maintenance requirements and prorated recovery schedules in this Warranty.

To make the transfer valid, the subsequent owner must notify/register the transfer with Green Plank by email or through Green Plank's online warranty portal within ninety (90) days after acquiring the property, or before submitting any warranty claim, whichever occurs first. Green Plank may require proof of original purchase, installation address, date of installation where available, proof of property transfer/ownership, original warranty registration if available, photos, batch/label information and any other information reasonably required to verify the claim.

12. Limitation of liability

To the fullest extent permitted by applicable law, Green Plank shall not be liable for removal, disposal, labour, reinstallation, freight, storage, scaffolding, access equipment, loss of use, delay, lost profit, lost revenue, loss of business opportunity, damage to other property, consequential, indirect, incidental, special, punitive or exemplary damages arising from the Product or this Warranty.

To the fullest extent permitted by applicable law, Green Plank's total liability for any defective Product shall not exceed the replacement of the defective Product or refund of the purchase price paid for the defective Product, as described in this Warranty. Nothing in this Warranty limits liability that cannot legally be limited or excluded under mandatory law.

13. No other warranties or representations

No dealer, reseller, contractor, installer, employee, agent, sales representative or third party is authorised to modify this Warranty or make any additional warranty, promise or representation about Green Plank Products unless confirmed in a written document signed by an authorised officer of Green Plank. Marketing materials, samples, photographs and displays are for general product illustration only and do not create any warranty beyond this document.

14. Territory, governing law and language

This Limited Warranty shall be governed by and interpreted in accordance with the laws of Sweden, unless mandatory applicable law provides otherwise.

This Limited Warranty is a voluntary commercial warranty provided by Green Plank. It is provided in addition to, and not instead of, any mandatory statutory rights, legal guarantees or consumer protection rights that the Purchaser may have under applicable law.

Nothing in this Limited Warranty shall exclude, restrict or reduce any mandatory consumer rights that cannot lawfully be excluded, restricted or reduced in the country where the product was purchased, supplied or installed, or where the consumer is otherwise protected by mandatory applicable law.

For residential consumer claims, any dispute shall be handled in accordance with applicable mandatory consumer protection rules. Where legally permitted, disputes relating to this Limited Warranty shall be subject to the competent courts of Sweden, unless Green Plank agrees otherwise in writing or mandatory applicable law provides another forum.

If any provision of this Limited Warranty is found to be invalid, unlawful or unenforceable under applicable law, that provision shall be limited or removed only to the minimum extent necessary, and the remaining provisions shall continue in full force and effect.

LANGUAGE VERSION

This Limited Warranty may be translated into other languages for convenience. In case of inconsistency between different language versions, the English version shall prevail to the extent permitted by mandatory applicable law.

Where mandatory local consumer law requires otherwise, the locally applicable consumer protection rules shall prevail.

15. Contact details

Warranty issuer	COMPOCENTRA AB trading as Green Plank®
Postal address	Klågerupsv. 361, 212 36 Malmö, Sweden
Email for warranty registration	info@greenplank.eu
Online registration	www.GreenPlank.eu/warranty
Online claim form	www.GreenPlank.eu/claim

Appendix A - Quick claim checklist

Before submitting a claim, collect the following documents and photographs:

- Invoice/receipt showing authorised purchase and product details.
- Warranty registration confirmation, if available.
- Product batch/traceability labels or packaging labels, if available.
- Overview photographs of the whole installation and close-up photographs of the claimed defect.
- Photographs showing substructure, joist spacing, fasteners, ventilation, drainage, gapping, stairs/borders/joints and surrounding conditions.
- Installation date, installer name and installation method.
- Maintenance/cleaning history and date when the defect was first noticed.
- Do not remove or replace the Product before Green Plank has inspected or approved evidence collection, unless immediate safety action is necessary.

End of Warranty Document