

EVERNEW®

VINYL RAILING &  
DECK SYSTEMS

CERTAINTEED LLC

**CertainTeed**  
SAINT-GOBAIN

LIFETIME  
LIMITED

WARRANTY

## What and Who Is Covered and for How Long

CertainTeed warrants to the original homeowner/purchaser that its CertainTeed EverNew® vinyl deck and railing products, including aluminum handrails and aluminum baluster infill, will be free from manufacturing defects, such as peeling, flaking, blistering and corroding, when subject to normal and proper use.

Should any manufacturing defect occur during the lifetime of the original homeowner (and as long as the original homeowner is still living and retains ownership of the property), CertainTeed will repair or replace, at its sole option, the defective vinyl deck and railing product. Except during the SureStart™ protection period, CertainTeed shall not be liable or responsible for labor charges or other expenses whatsoever in connection with removal or installation of either the original or replacement product. CertainTeed also reserves the right to refund the amount paid by the original owner for the vinyl deck and railing product.

In the event of repair or replacement under the terms of this limited warranty, the original warranty shall apply to the repaired or replacement vinyl deck and railing product, and will extend for the balance of the warranty period in effect at the time the product proved defective by CertainTeed.

The lifetime coverage offered by this warranty automatically ends upon the sale of the property or death of the last of the original owners of the property at the time of installation.

The lifetime coverage offered by this limited warranty is designed to cover original individual homeowners only. In the case of vinyl deck and railing product purchased by, or installed upon property owned by, corporations, governmental agencies, partnerships, trusts, religious organizations, schools, condominiums, homeowner associations, cooperative housing arrangements, apartment buildings, or any other type of building or premises not used by individual homeowners as their residences, the warranty period will be 30 years following the installation of the vinyl deck and railing product.



### SureStart™ Protection

CertainTeed vinyl deck and railing products are covered by SureStart™ protection for a period of five years following the date when installation has been completed. Under this warranty feature, CertainTeed, at no charge, will repair or replace, at its sole option, any vinyl deck and railing product proven to be defective by CertainTeed during the five-year SureStart period. CertainTeed's maximum liability under SureStart will be equal to the reasonable cost to replace the defective vinyl deck and railing product at its current value, including the reasonable cost of labor. Fading is excluded from SureStart protection. See ColorLast Fade Protection section for fade coverage.

### ColorLast® Fade Protection

CertainTeed warrants its vinyl deck and railing products against excess fading beyond normal weathering if caused by a manufacturing defect and is reported to CertainTeed in accordance with the notice provision contained in the "What the Customer Must Do" portion of this warranty. Excess fade is defined by a change in color greater than four (4) Hunter units as calculated according to ASTM D2244. ColorLast Fade Protection is not available for black aluminum balusters. If CertainTeed determines that the vinyl deck or railing product has excess fade, CertainTeed, at its sole option, will only provide replacement product or refund the amount paid by the original purchaser for the vinyl deck or railing product. No labor costs are included with a replacement or refund. Vinyl deck and railing products in black color are specifically excluded from ColorLast Fade Protection described in this section.

## Solar Post Caps

CertainTeed warrants to the original homeowner/purchaser that its solar post caps will be free from manufacturing defects when subject to normal and proper use for a period of two years from the date of installation. This warranty does not apply to (a) damage caused by accident, abuse in handling or dropping; (b) acts of God; (c) units that have been subject to unauthorized repair, opening, modification, or disassembly; (d) units not used in accordance with CertainTeed instructions; (e) LED's and batteries; (f) normal wear and tear; (g) the unit finish as a result of scratches or weathering; or (h) any other damage not related to a manufacturing defect. In the event that CertainTeed determines that the solar post cap contains a manufacturing defect during the two years after installation, CertainTeed, at its sole option, will repair or replace the affected solar post cap. In no event shall CertainTeed have any liability for the affected solar post cap in excess of the original price paid by the purchaser for the solar post cap.

## Limitations

This warranty does not provide protection against any failure, defect or damage caused by situations and events beyond normal exposure conditions, including but not limited to:

- Misuse, abuse, neglect or improper handling or storage;
- Improper installation or installation not in strict adherence to CertainTeed's written instructions;
- Use of accessories which do not properly receive and/or secure CertainTeed vinyl deck and railing products;
- Impact of foreign objects, fire, earthquake, flood, lightning, hail, hurricane, tornado, excessive wind, or other casualty or act of God;
- Movement, distortion, collapse or settling of the ground or structure on which the vinyl deck and railing product is installed;
- Any other cause not involving manufacturing defects in the material supplied by CertainTeed.

The vinyl deck and railing product is not warranted against discoloration or other damage caused by air pollution (including but not limited to metal oxides or metallic particles), mildew, exposure to harmful chemicals or normal weathering from the elements.

Normal weathering is defined as exposure to sunlight and extremes of weather and atmosphere which will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains. The severity of any condition depends on the geographical location of the vinyl deck and railing product, the cleanliness of the air in the area, and many other influences over which CertainTeed has no control.

Notwithstanding anything set forth above, the vinyl deck and railing product is warranted against yellowing of the product due to normal weathering from the elements.

This warranty does not apply to, and the warranty voided for, vinyl deck and railing product which has been painted, varnished or coated over the manufacturer's original finish.

CertainTeed reserves the right to discontinue or modify any of its products, including the color, without notice to the homeowner/purchaser, nor shall CertainTeed be liable in the event the replacement product may vary in color or gloss in comparison to the original product as a result of normal weathering. If CertainTeed replaces or repairs any product under this warranty, it may substitute products designated by CertainTeed to be of comparable quality or price range in the event the product initially installed has been discontinued or modified.

## Transferability

This limited warranty is transferable only by original individual homeowners to any subsequent homeowner(s) of the property where the CertainTeed vinyl deck and railing products were installed, provided that each subsequent homeowner retains the original or a copy of the original bill of sale to the original owner. Lifetime warranty coverage is only available to the original homeowner. In the event of property transfer, the term of this limited warranty will be for a maximum of 30 years from the date of original installation.

In the case of vinyl deck and railing products purchased by, or installed upon property owned by corporations, governmental agencies, partnerships, trusts, religious organizations, schools, condominiums, homeowner associations, cooperative housing arrangements, apartment buildings, or any other type of building or premises not used by individual homeowners as their residences, the limited warranty is not transferable.

## **Exclusive Warranty and Limitations of Remedies**

**THIS DOCUMENT CONSTITUTES THE EXCLUSIVE WARRANTIES AND REMEDIES PROVIDED BY CERTAINTEED. THE WARRANTIES AND REMEDIES CONTAINED IN THIS DOCUMENT ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER OBLIGATIONS, GUARANTEES, WARRANTIES AND REPRESENTATIONS, WHETHER WRITTEN, ORAL OR IMPLIED BY STATUTE, AT LAW OR IN EQUITY, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR PROVINCES MAY NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR MAY DETERMINE THE PERIOD OF TIME FOLLOWING THE SALE THAT A PURCHASER MAY SEEK A REMEDY UNDER IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.**

**CERTAINTEED'S OBLIGATIONS, RESPONSIBILITIES AND LIABILITY SHALL BE LIMITED TO REPAIRING, REPLACING OR REFUNDING THE DEFECTIVE PRODUCT AS SET FORTH IN THIS LIMITED WARRANTY. IN NO EVENT SHALL CERTAINTEED BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE PROPERTY, THE BUILDING OR ITS CONTENTS OR FOR INJURY TO ANY PERSONS, THAT MAY OCCUR AS A RESULT OF THE USE OF CERTAINTEED'S PRODUCTS OR AS A RESULT OF THE BREACH OF THIS WARRANTY. IF YOUR STATE OR PROVINCE DOES NOT ALLOW EXCLUSIONS OR LIMITATIONS OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**

**IN NO EVENT SHALL CERTAINTEED'S TOTAL LIABILITY ARISING OUT OF OR RELATED TO THE PRODUCT(S) OR THIS WARRANTY EXCEED THE ORIGINAL PURCHASE PRICE OF THE VINYL DECK OR RAILING PRODUCTS AND ONLY DURING THE SURESTART™ PROTECTION PERIOD FOR CLAIMS OTHER THAN FADE WILL CERTAINTEED'S TOTAL LIABILITY INCLUDE THE ORIGINAL COST OF LABOR TO INSTALL THE VINYL DECK OR RAILING PRODUCTS.**

This warranty gives you specific legal rights, and you may also have other rights that may vary from state to state.

This warranty may not be modified, altered or expanded by anyone, including product distributors, dealers, sellers, installers and/or CertainTeed field representatives.

## **What the Customer Must Do**

The homeowner/purchaser must promptly notify CertainTeed in writing of any claimed manufacturing defect and provide proof of the date of purchase and installation, as well as proof of property ownership. All notifications should be sent to: CertainTeed LLC, 803 Belden Road, Jackson, MI 49203, Attn: Consumer Services Department. The homeowner/purchaser may be required to submit a sample of the claimed defective material to CertainTeed for analysis. CertainTeed will then investigate the claim and may examine the material claimed to be defective. If a manufacturing defect covered by this warranty is confirmed by CertainTeed, CertainTeed, within a reasonable amount of time after the investigation, will, at its sole option, repair or replace the deck and railing product, or refund the amount paid by the original purchaser for the deck and railing product and accessories, per the terms of this warranty.

**This Warranty is effective for products purchased on or after 11/1/2019.**

# Care and Maintenance

While CertainTeed vinyl deck and railing products resist most common household stains like oil and grease, they will become dirty like any other product that is exposed to atmospheric conditions. Chalk may also accumulate on the surface. This is a normal condition for all pigmented materials which are constantly exposed to sunlight and the elements. Soil, grime and chalk can be simply removed with the help of your garden hose and a bucket of soapy water.

If especially stubborn stains cannot be removed with normal household detergents, request a cleaner from your contractor. Always test cleaner on an inconspicuous area before full use.

Mildew may be a problem in some areas. It appears as black spots on surface dirt and is usually first detected in areas not subjected to rainfall, such as under eaves and porch enclosures. For removal, prepare a solution as shown.

CAUTION: Greater concentrations may cause damage to the vinyl materials.

Mix together: 1/3 cup detergent (Tide®, for example)  
2/3 cup Trisodium Phosphate (SoilMax, for example, formerly Soilax)  
1 quart 5% Sodium Hypochlorite (Clorox®, for example)  
3 quarts of water

If the above solution does not readily remove the mildew spots, request a mildew-type cleaner from your contractor.

The chemical agents referenced herein may be hazardous to the user or to the environment. Be sure to follow all precautions and warnings on the product label, and particularly those which may be necessary to prevent personal injury. Please dispose of these chemical agents in a manner prescribed by the manufacturer. If you are unsure how to use or how to dispose of these chemical agents, contact the manufacturer of these products for instructions.

## **Important: Fire Safety Information**

Exterior vinyl building materials require little maintenance for many years. Nevertheless, common sense dictates that builders and suppliers of vinyl products store, handle and install vinyl materials in a manner that avoids damage to the product and/or the structure. Owners and installers should take a few simple steps to protect vinyl building materials from fire. Vinyl deck and railing products are made from organic materials that will melt or burn when exposed to a significant source of flame or heat. Building owners, occupants and outside maintenance personnel should always take normal precautions to keep sources of fire, such as barbecues and combustible materials, such as dry leaves, mulch and trash, away from vinyl deck and railing products.

**For further information, contact:**

CertainTeed Consumer Services  
803 Belden Road  
Jackson, MI 49203  
Phone: 800-999-3654  
Fax: 517-787-0023  
Email: [jtc.conserv@saint-gobain.com](mailto:jtc.conserv@saint-gobain.com)  
[www.certainteed.com](http://www.certainteed.com)



**CertainTeed**

**CEILINGS • DECKING • FENCE • GYPSUM  
INSULATION • RAILING • ROOFING • SIDING • TRIM**

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