

**OUTDURE LIMITED WARRANTY – ALUMINUM DECK FRAMING SYSTEMS****Effective Date:** June 2025**Issued by:** Outdure International Limited ("Outdure")**1. LIMITED WARRANTY COVERAGE**

Subject to the terms and conditions contained herein, Outdure warrants that its aluminum framing system components (the "Product(s)") shall be free from manufacturing defects in material and workmanship that result in structural failure under permitted use conditions. "Structural failure" means the permanent loss of load-bearing capacity of aluminum framing components resulting from a manufacturing defect, including covered corrosion under normal use and compliant installation. It excludes failure caused by overloading, misuse, improper installation, or unapproved environmental exposure (e.g., marine immersion or incompatible fasteners), as further detailed in this Warranty."

This Warranty applies to both residential and commercial applications, but excludes industrial uses unless expressly covered by a separate written agreement.

This Limited Warranty is offered in a tiered format based on the installer's certification status, as described in Section 2. It is valid only for the Original Purchaser and is non-transferable, except as expressly stated herein.

**1.1 GLOBAL SCOPE AND REGIONAL TERMS**

This Limited Warranty is intended for global use and is supported by jurisdiction-specific legal terms, consumer rights disclosures, and regional compliance statements as required by local law. These terms are maintained as appendices available at: [outdure.com/resources/warranty/\[region\]](https://outdure.com/resources/warranty/[region]) (e.g., /warranty/usa, /warranty/europe ). Outdure may amend or add regional appendices at any time to reflect updated coverage or legal requirements. The relevant appendix will apply based on where the Product was purchased and installed. In case of any conflict between this Master Warranty and a jurisdiction-specific appendix, the appendix will prevail for that region.

**2. WARRANTY COVERAGE BY PRODUCT TYPE, INSTALLER TIER & EXPOSURE ZONE**

Product Category	Exposure Zones	Verified Installer	Trained Installer	General Installer	Notes
QwickBuild™ Framing System <sup>1</sup>	Inland / Coastal / Marine Proximity	Lifetime (Residential) 15 yrs (Commercial)	Lifetime (Residential) 15 yrs (Commercial)	10 yrs	See Table 3 under Section 11
QwickBuild™ Framing + Top-Fixed Boards <sup>2</sup>	Inland / Coastal / Marine Proximity	10 Years	10 Years	10 Years	Section 5 – Installation: Top-Fixing & Corrosion Isolation Requirements
Outdure® Plastic Accessories	Inland / Coastal / Marine Proximity	Lifetime (Residential) 15 yrs (Commercial) - Excludes marine	Lifetime (Residential) 15 yrs (Commercial) - Excludes marine	10 Years	15 yrs for Commercial - Excludes marine immersion
Powder-Coated Finishes	Inland / Coastal	15 Years	15 Years	10 Years	No coverage in Marine Proximity zones

<sup>1</sup> Includes aluminum frame components, aluminum profiles, stainless steel hardware, and composite blocking when used with TwistClips™

<sup>2</sup> Top-fixing increases surface penetrations and corrosion risk. Fasteners not covered under framing warranty

<sup>3</sup> Includes TwistClips™, tile clips, spacers, and other UV-stabilized polymer accessories supplied by Outdure

<sup>4</sup> "Lifetime" refers to the useful life of the Product under normal use, not to exceed thirty (30) years from the original installation date

**IMPORTANT: Marine Immersion Zones are excluded from all warranty coverage.**

**4. WARRANTY HOLDER & TRANSFERABILITY**

This Limited Warranty applies only to the Original Purchaser of the Product and is non-transferable, except as expressly stated herein. **No additional warranty rights accrue to subsequent owners beyond those explicitly stated herein.** In jurisdictions where limited transferability is permitted, the remaining warranty coverage may transfer to a subsequent homeowner only if the Product remains installed in its original location and all warranty conditions have been met, including compliance with maintenance and installation guidelines.

**4.1 Residential Applications**

This Limited Lifetime Warranty for residential applications is extended exclusively to the Original End-User, defined as either: (a) the individual or entity that owned the residential property at the time the Product was first installed; or, (b) the first subsequent purchaser of the property from the builder or contractor who originally installed the Product.

This Warranty is non-transferable beyond the Original End-User and may not be assigned or enforced by any subsequent property owner, occupant, homeowner association, contractor, third party, or other transferee.

**4.2 Commercial Applications**

This Limited Warranty for commercial applications is granted exclusively to the original purchaser of the Product (the "Commercial Original Purchaser"), defined as the party who procured the Product directly from Outdure or an authorized Outdure distributor or dealer. This may include contractors or developers acting as principal on behalf of a property owner.

**Optional One-Time Transfer – Commercial Applications**

Outdure may, at its sole discretion, allow a one-time transfer of this Warranty from the Commercial Original Purchaser to the first subsequent owner of the commercial property, subject to written notification by the purchaser within thirty (30) days of property transfer and submission of installation compliance documentation.

**5. CONDITIONS OF VALIDITY: ONE-TIME INSTALLATION USE**

This Warranty applies only to Products that are:

- Installed for the first time in their original configuration and location; and
- Used in a single, continuous application from the date of original installation.

This Warranty is void if any part of the Product is:

- Disassembled and reinstalled in a different location;
- Moved to another project site;
- Reassembled after being removed for any reason, including staging, transport, or phased construction.

## 6. INSTALLATION: TOP-FIXING & CORROSION ISOLATION REQUIREMENTS

For installations where boards or surface materials are fastened directly through the Product ("top-fixed") using stainless steel or other dissimilar metal fasteners, it is the installer's responsibility to apply an approved dielectric barrier or anti-corrosion compound (e.g., Tef-Gel® or equivalent) at all fastening points. This is required to prevent galvanic corrosion from contact between dissimilar metals.

Failure to properly isolate dissimilar metals in accordance with Outdure's Installation Instructions may void warranty coverage for any corrosion or structural failure arising from such contact.

Outdure reserves the right to deny warranty coverage if signs of galvanic corrosion are present at fastener penetration points and no suitable isolation products were used.

## 7. MAINTENANCE REQUIREMENTS & ENVIRONMENTAL EXPOSURE ZONES

To remain eligible for warranty coverage, 'Products' must be maintained in accordance with this document and the Outdure Maintenance Guide. The property owner (or property manager) is responsible for routine maintenance and for ensuring that inspection and cleaning are performed regularly, even in areas concealed beneath deck surface material. In all cases, the absence of visible corrosion does not exempt the system from required care. Components concealed beneath surfaces must be assumed to require maintenance and must be flushed with fresh water or accessed through designated service zones.

Inspections are also required after major storms, flooding, or salt exposure events. Failure to comply with these requirements may void this Warranty.

### Exposure Classifications:

Zone Name	Distance from Saltwater Coast	Description	Visual Inspection	Full Rinse	Spot Clean	Deep Clean
Zone 1 - Inland Zone	More than 5 km (3 miles)	Minimal salt exposure; standard conditions	Every 12 months	Optional	As needed	Every 3 years
Zone 2 - Coastal Zone	300 m to 5 km (1,000 ft to 3 miles)	Moderate salt exposure; elevated corrosion risk	Every 6 months	Every 6 mo	Quarterly	Annually
Zone 3 - Marine Proximity Zone	Within 300 m (1,000 ft)	High salt exposure; subject to direct spray	Every 3 months	Quarterly	Monthly	Every 6 mo
Zone 4 - Marine Immersion Zone	Directly above/in contact with saltwater	<b>Not warranted:</b> Extreme exposure, highest corrosion risk	<i>N/A - No Warranty Coverage</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>

### Note:

- Marine Immersion Zone (Zone 4) is excluded from warranty coverage. Maintenance actions are not applicable and use is not recommended.
- These maintenance guidelines are a condition of warranty for Zones 1–3 and must be followed to maintain coverage.
- For full details, including approved cleaning methods and maintenance schedules, refer to the official Outdure Maintenance Guide available in the Resources section at: [www.outdure.com/resources](http://www.outdure.com/resources)

## 8. COMPONENT-SPECIFIC WARRANTIES

### TwistClips™ – Limited Lifetime Coverage (Residential Projects Only)

Outdure TwistClips™, manufactured from UV-stabilized polypropylene and supplied as part of the QwickBuild™ system, are warranted to remain free from material and manufacturing defects for the lifetime of the original decking structure when installed and maintained according to Outdure's guidelines. For commercial applications, coverage is limited to 15 years from the date of installation. This component warranty is subject to all applicable terms, exclusions, and limitations set out in this document, including sections relating to transferability, maintenance, and remedies. This warranty does not apply to TwistClips™ used in non-Outdure framing systems or exposed to marine immersion conditions. All component-specific warranties are subject to the same exclusions, maintenance requirements, and remedy limitations as defined herein.

## 9. EXCLUSIONS FROM WARRANTY COVERAGE

This Limited Warranty is expressly conditioned upon the proper storage, handling, installation, use, and maintenance of the Products in full accordance with the guidelines provided by Outdure. These include, but are not limited to, Outdure's official Installation Instructions, Technical Manuals, Engineering Design Guidelines, and Care & Maintenance Documentation, which are available upon request or via the Outdure website.

Any recommendations, specifications, or technical support provided by Outdure—whether written, verbal, visual, or digital—are offered solely as general guidance. They do not constitute guarantees of fitness for a particular purpose, project suitability, or compliance with local building codes or regulatory standards. Responsibility for verifying appropriate product selection, design compliance, and code adherence rests entirely with the purchaser, installer, or relevant design professional.

Any recommendations, specifications, or technical support provided by Outdure—whether written, verbal, visual, or digital—are offered solely as general guidance. They do not constitute guarantees of fitness for a particular purpose, project suitability, or compliance with local building codes or regulatory standards. It is the sole responsibility of the purchaser, installer, or design professional to verify the appropriateness and performance of the Products in their intended application, including compliance with all applicable building codes, safety standards, and environmental conditions.

This Limited Warranty does not apply to, and Outdure shall not be liable for, any damage, defect, or failure resulting from:

- use of the Products in a manner inconsistent with their intended design or approved applications; or
- failure to comply with applicable codes, standards, or Outdure's published requirements.

### Additional Exclusions:

#### Improper Installation

Warranty coverage is void if the Product is not installed in full compliance with Outdure's official installation instructions, technical manuals, and engineering specifications, as published at the time of purchase. This includes, but is not limited to:

- Incorrect assembly or connection of framing components
- Inadequate structural support, bracing, or fixings
- Improper alignment, slope, spacing, or fastening
- Use of incompatible accessories, fasteners, or surface materials

- Failure to allow for drainage, movement, or thermal expansion where specified

Note: All installations must comply with applicable building codes and be performed by suitably qualified personnel. Non-compliant or unsafe installation practices will invalidate this Warranty.

**Misuse or Unauthorized Applications**

Use of the Product beyond normal residential or approved commercial applications, or for unauthorized purposes not defined or supported by Outdure or permitted under relevant building codes, is excluded from coverage.

**Use Exceeding Engineered Design or Specification**

This Warranty does not cover any failure, deformation, or structural compromise resulting from use that exceeds the Product's engineered load capacity, span, spacing, or published performance specifications. This includes, but is not limited to:

- Supporting loads or surface materials beyond those specified by Outdure
- Modifying or omitting framing components contrary to system design
- Altering load paths, deflection limits, or fastener positions
- Use in assemblies not reviewed by a qualified professional per applicable building codes and Outdure's guidance

All designs must be verified for structural suitability. Outdure disclaims all liability for overloading, incorrect layout, or unauthorized system modifications.

**Installation Limitations**

Outdure's aluminum framing systems and accessory components are engineered for permanent, single-use installation. Many components—including concealed clips, compression fittings, powder-coated surfaces, and support brackets—are not designed for reinstallation and may suffer degradation if disturbed.

Outdure reserves the right to deny warranty coverage for any Product showing evidence of prior installation, removal, or reinstallation, even within the same project.

**Structural Movement or Substrate Failure**

This Warranty excludes any damage caused by:

- ground movement, subsidence, impact, or collapse
- shifting or failure of the substructure
- foundation or substrate failure
- fastener failure when using hardware not supplied by Outdure

**Acts of God and Environmental Factors**

This Warranty does not cover damage or deterioration resulting from natural disasters or extreme conditions, including but not limited to:

- fire, flooding, wind, earthquakes, hurricanes, lightning
- exposure to corrosive environments
- air pollution, mold, mildew, biological growth
- animal activity

**Staining from Foreign Substances**

Staining caused by contact with foreign substances—other than food or beverage spills—is not covered. This includes, but is not limited to:

- dirt, oil, grease, rust, solvents, adhesives, construction debris, and mineral leaching

**Improper Handling or Neglect**

Damage due to mishandling, improper storage, physical abuse, or lack of reasonable care by the owner, installer, transporter, or any third party is excluded from coverage.

Optional: Claims related to damage incurred during third-party shipping or warehousing are also excluded unless the Product was delivered directly by Outdure or its authorized distributor. Aesthetic Variations Between Batches Minor differences in tone, color, finish, or texture between production batches are not considered defects.

Visual Inspection Requirement: All Products must be inspected prior to installation. Claims related to visual inconsistencies, blemishes, or imperfections will not be accepted after installation. It is the sole responsibility of the installer or property owner to reject or return defective material prior to use.

**Failure of Third-Party Coating or Sealing Systems**

Outdure disclaims all liability for performance issues arising from the application of any third-party coating, sealant, treatment, or chemical not expressly approved in Outdure's published guidelines.

**Non-Visible Surfaces**

Discoloration, fading, staining, or other superficial changes on non-visible areas of the Product—such as the underside, internal channels, or cut ends—are excluded from coverage.

**Ordinary Wear and Tear**

This Warranty excludes: superficial blemishes, oxidization, or minor corrosion, scuffing, abrasions, or scratches from normal use or exposure, general aging or color fading that does not affect structural performance.

**Exposure to High Temperatures**

The Product must not be exposed to direct or indirect heat sources exceeding 135°C (275°F). This includes but is not limited to: fire pits, grills, heaters, chimineas, reflective glass or metal surfaces. Any damage resulting from such exposure is excluded from warranty coverage.

**Application of Non-Approved Substances**

Use of non-approved paints, stains, adhesives, cleaning agents, or sealants may affect the Product's performance and will void this Warranty at Outdure's sole discretion.

**General Disclaimer:** This list of exclusions is not exhaustive. Additional exclusions may apply where the use, handling, or installation of the Product is inconsistent with the intended design, conditions, or limitations of this Limited Warranty.

**10. EXCLUDED PRODUCTS**

This Limited Warranty applies only to the specific aluminum framing system components expressly identified and covered under this document. It does not extend to any other Outdure products, parts, or accessories unless explicitly listed herein as warrantable.

As defined in Section 1, the term "Product(s)" refers exclusively to aluminum framing system components intended for use in single-family or low-density multi-family residential applications, under normal use and service conditions. Use in high-density commercial or industrial environments is expressly excluded unless specifically authorized in writing or referenced in a separate commercial warranty clause.

Accordingly, this Limited Warranty does not apply to any Outdure products that are not expressly included as part of the aluminum deck framing system. Excluded items include, but are not limited to: Packaging materials, Driver bits or installation tools, Screws, fixings, or hardware not supplied by Outdure, Surface product accessories, including but not limited to: Access panels, Ventilation grates or grilles, Anti-slip strips, Drainage components not directly integrated into the framing system.

Each of the above items may be subject to separate warranty terms or product-specific conditions. Please refer to the individual product documentation or relevant technical data sheets for any applicable coverage, limitations, or exclusions.

## 11. CLAIM PROCEDURE

To initiate a claim under this Limited Warranty, the responsible party (the "Claimant") must follow the steps below.

### Eligible Claimants:

- The residential or commercial property owner ("Product Owner")
- The original purchaser of the Product
- A property manager acting on behalf of the Product Owner
- A Certified Installer acting on behalf of the Product Owner, provided the installer is acting within the scope of their engagement and with written authorization from the Product Owner

*Claims submitted by unauthorized parties, including unaccredited contractors or third-party agents, will not be accepted unless accompanied by a signed authorization from the Product Owner and supporting documentation.*

### 1. Initial Inspection and Remedial Action

- (a) The Claimant must inspect the affected area and perform reasonable cleaning and maintenance according to Outdure's current Maintenance Guide.
- (b) Visible contaminants such as dirt, salt, debris, or sediment must be removed using procedures outlined in the Maintenance Guide.
- (c) If the issue persists, the Claimant may proceed with a warranty claim. Claims must be submitted within thirty (30) days of identifying the issue. Claims received after this period may be denied at Outdure's sole discretion unless otherwise required by law.

### 2. Claim Submission Requirements

The Claimant must provide:

- A written description of the issue or suspected defect
- Clear photographic documentation of the affected Product(s)
- Proof of purchase or delivery (e.g., invoice, order confirmation)
- Maintenance history or record of cleaning efforts, if available
- Verification of Certified Installer status (if applicable) as valid on the installation date

### 3. Submission Instructions

Claims must be submitted through Outdure's official warranty portal or to the appropriate regional office.

Website: [www.outdure.com/warranty-claims](http://www.outdure.com/warranty-claims)

All claims must include the required documentation outlined above. Incomplete submissions may result in delay or denial of review.

Claims must be submitted through Outdure's official warranty portal or to the appropriate regional office.

**Important Notice:** Outdure reserves the right to reject any claim submitted by an ineligible party or lacking sufficient documentation. Outdure may also require on-site inspection or return of affected components prior to processing. Claims submitted under the Installer warranty tier may be eligible for expedited review and resolution, subject to the terms of the Tiered Warranty Program.

## 11. WARRANTY REMEDIES AND LIMITATIONS

If, after proper submission and review, Outdure determines that a Product defect is covered under this Limited Warranty, Outdure shall, at its sole discretion, provide one of the following remedies:

- (a) Replace the defective Product with the same or a reasonably equivalent product; or
- (b) Refund the original purchase price of the defective Product, subject to any applicable pro-rated adjustments as outlined in Section 2 or Table 3.

The selected remedy shall be Outdure's sole and exclusive obligation, and the Claimant's sole and exclusive remedy under this Limited Warranty.

Replacement components will be of comparable function, design, and structural specification to the original Product, as reasonably determined by Outdure. Outdure does not guarantee an exact visual or aesthetic match to the original components, as product designs, finishes, and manufacturing processes may change over time. Outdure shall not be responsible for matching discontinued components or for any variation in appearance due to age, weathering, or normal wear of the original Product.

Labor, removal, and reinstallation costs are not covered unless explicitly included under an applicable Verified Installer Labor Warranty.

## 12. INSTALLER CERTIFICATION AND TIERED WARRANTY COVERAGE

### 12.1 Installer Categories

Installers are classified for the purposes of this Warranty as follows:

#### (a) \*\*General Installer\*\*

An installer who has not completed the Outdure training program and is not registered or recognized by Outdure as a Trained or Verified Installer.

#### (b) \*\*Trained Installer\*\*

An installer who has successfully completed Outdure's official online training module and confirmed agreement to adhere to all published Installation Guidelines and Maintenance Procedures.

#### (c) \*\*Verified Installer\*\*

COMING SOON

## 12.2 Eligibility for Warranty Coverage by Installer Type

The level of warranty coverage available under this Limited Warranty depends on the installer's certification status at the time of installation:

### (a) Verified Installer Installations

**COMING SOON**

### (b) Trained Installer Installations

- Residential Projects: Eligible for a \*Limited Lifetime Warranty\*, prorated per Table 3.
- Commercial Projects: Eligible for a \*15-Year Limited Warranty\*.
- Labor Warranty: \*Not available\*. Labor Warranty requires Verified status.

### (c) General Installer Installations

- All Projects: Eligible only for a \*10-Year Limited Product Warranty\* (non-prorated).

This coverage is contingent upon full compliance with Outdure's Installation Guidelines, Maintenance Guide, and all applicable exclusions. Labor Warranties and extended coverage benefits are not available to General Installers.

## 12.3 Documentation Requirement

Outdure reserves the right to request documentation verifying installer certification or project registration as a condition of enhanced warranty enforcement. Failure to provide adequate documentation may result in reversion to standard General Installer terms.

**Table 3: Prorated Warranty Schedule for Trained and Verified Installers**

Years Since Installation	% of Product Value Covered
1–10	100%
11–15	70%
16–20	50%
21–25	30%
26–30	20%
31+	10%

## 14. GENERAL PROVISIONS

### 14.1 Disclaimer of Implied Warranties

Except where otherwise required by law, this Limited Warranty is the exclusive warranty provided by Outdure and is in lieu of all other warranties, express or implied, including any implied warranties of merchantability, fitness for a particular purpose, or non-infringement. Where such implied warranties cannot be disclaimed, they shall be limited to the duration of the applicable coverage period stated herein.

### 14.2 Entire Agreement

This document constitutes the complete and exclusive statement of the Limited Warranty provided by Outdure for the Product(s). No distributor, dealer, installer, or other party is authorized to modify, extend, or expand this Warranty in any way. Any such representations shall not be binding upon Outdure.

### 14.3 Jurisdiction-Specific Terms

Certain regions may have additional consumer protections or statutory rights. Please refer to the relevant regional appendix for country- or state-specific requirements and limitations (e.g., Appendix – USA, Appendix – Canada).

### 14.4 Warranty Version Control

Warranty Version: OW-ALU-2025-MASTER

Effective Date: June 1, 2025

### 14.5 Contact & Claims

For warranty claims or questions, please visit: [www.outdure.com/warranty-claims](http://www.outdure.com/warranty-claims) or contact your local Outdure office listed at: [www.outdure.com/contact](http://www.outdure.com/contact)

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