



BESTDECK
• COMPOSITE WOOD •

Composite Wood Decking, Wall Cladding, Fluted Panelling, Pergolas, Balustrades, Gates and SPC Flooring

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Best Deck 5, 10, 15 and 25 year product guarantee

Composite wood products offered by Best Deck Composites are manufactured by internationally recognized and Industry best practice suppliers. Due to the nature of the elements in the manufacturing process - wood pulp, bamboo fiber and recycled polyethylene – this creates a hard and weather resistant product, the installation of the product in long lengths will be subject to contraction and expansion due to the density of the composite materials. 5mm expansion and contraction can be expected between extreme cold and hot weather or seasonal changes, over the 5,8m length of product. As a result, the decking and other composite fascia / cladding / beam materials will require breaker board (cross perpendicular breaker board) installation at decks longer than 5,8m and fascia board expansion gaps at 2,9m maximum. This will compensate for the movement in different hot/cold conditions they may be exposed to. See our installation guidelines at bestdeck.co.za or contact our technical sales staff at any branch Nationally.

Best Deck guarantees product against:

- Cupping, splitting, splintering, cracking or de-laminating.
- Colour fade -less than 7% over their warranty period.
- Excessive erosion or wear to surface under normal traffic or normal use.
- Rot, insect infestation, moisture mold and/or fungal damage.

5 year guaranteed Pergola beams (160x60 or 100x50)

- Product is not guaranteed against staining
- Both profiles must be supported correctly in order for guarantee to be valid including joist spacing.

15 year guaranteed Gold Range

- Product is not guaranteed against staining, although very tough and durable, products such as detergents, chemical cleaners, spirit-based cleaners, oil-based products or household fats or acid, may damage the product.

25 year guaranteed Diamond Range

- Product is guaranteed against stain and moisture. Although very tough and durable, sharp or heavy furniture or objects can damage the wrapping.

Best Deck guarantee does not cover the following:

Product not installed according to specific installation requirements see www.bestdeck.co.za go to installation info or call our technical sales teams for any questions or recommendations.

- Substructure bearer beam or joist supporting the decking – exceeds 350mm between support elements on decking installations or substructure bearer or joist supporting the cladding or fascia range exceeding 350mm between support elements. Note: Commercial or heavy traffic deck installations may not exceed 300mm between support elements.



- Product damage due to excessive wear and tear or any abnormal use, or not used for the purpose of which it has been designed and recommended.
- Damage due to water flooring, heavy or sharp-edged object damaged to product, corrosive chemicals, detergents or fats and oils.
- Installation workmanship, substructures, or sub-bases used for the sub assembly of the product
- Diamond Range trek wrapping (Diamond 25 year Range) cuts, scratches, scuffing, tears or breaks due to excessive force by manual or mechanical damage.
- A product has been altered, cleaned, or changed in any way which is not the recommended methodology or for the purpose for which it has been designed.
- Decking Range substructure subsidence, deflecting, or damage as a result a soil, paving or concrete subsidence or bases on which the product has been installed.
- Severe or abrasive use, products that would damage a composite wood-based product under normal conditions.

Best Deck guarantee is based and our products manufactured specifications of the request industry standards and practices and remains after more than a decade in the market to be very hardy and durable product. Best Deck does not manufacture our products but reflects the guarantee of the supply manufacturer. Our suppliers have been consistently the same for the last 10-years with no product guarantee claims to date.

Guarantee – subject to 5-year service interval and full product and substructure inspection. Replacement of any damaged clips and or screws within the guarantee period, board adjustments and inspection report. Service fee available based on location and size of installation.

The guarantee is to ensure all clients receive the best value over the period for our Composite products subject to normal use and the standard wear and tear expected over the period of the life of the product.

Note:

- Maximum fixing spacings of products
- Decking Ranges – Maximum 300mm beam to beam (or 350mm centre to centre)
- Facia Ranges 350mm
- Pergola Beams (160mmx60mm)1500mm
- Hand and foot rails (100mmx50mm)1200mm
- Picket sections 1200mm
- Cladding and Panelling 350mm

Guarantee claim requirements and procedure.

Should a claim be lodged, the following would be required:

- Invoice for the purchase of the product – required for date of purchase.
- Inspection of the product or nature of the claim
- Inspection and investigation of the installation methodology – according to the installation guideline or instructions. bestdeck.co.za installation guidelines
- Should a claim be successful, the product will be supplied, the removal and replacement will be excluded.
- Best Deck guarantees the composite products, fixing clips and screws.
- Any guaranteed claim lodged within 14 (fourteen) days of detection.

