

Warranty

EXOLUX warrants the ClickDeck® system for a period of 25-years in construction in both residential and commercial installations.

The warranty supplied by EXOLUX PTY LTD is subject to conditions contained in this document

SCOPE OF WARRANTY

The ClickDeck® system has been produced to high standards, however, should any manufacturing defect arise, please contact EXOLUX directly. We will arrange for an inspection of the affected product(s) to determine the extent of the issue.

EXOLUX PRODUCTS COVERED BY THIS WARRANTY

ClickDeck® modular decking system (inclusive of aluminium bearers, joists, corner brackets, joiners, and starter clip, hold down clips, aluminium post brackets).

EXOLUX will not be liable for any other claims in connection with the supply or use of the product, including claims for loss, loss of income, economic loss, loss of profits or damage, loss of reputation or goodwill, loss of savings, indirect or consequential loss or damage, costs or expenses of any kind arising under any circumstances including those suffered through or resulting from defects caused by faulty manufacture or faulty material, or negligence or otherwise

INCLUSIONS OF WARRANTY

EXOLUX provides a product warranty for the length of 25 years of normal use to the original purchaser (Proof of purchase must be retained). The period of the warranty will commence from the date of purchase as shown on receipt. EXOLUX will either supply replacement products or reimburse the purchaser for the portion of the original purchase price as outlined in the allocated warranty schedule.

INSTALLATION REQUIREMENTS

- The Clickdeck System must be installed as per the document "Clickdeck Design Guide".
- Do not exceed spans set out in this document.
- Ensure material contact between aluminium and other materials are adhered to as per "Design Guide"
- Do not exceed weight limits that have been designed for the installation, such as spas, planter boxes etc. unless a qualified engineer has provided a site specific design.
- Ensure area under deck is free from water pooling
- Correct approved fixings are to be used
- Clear out excessive debris sitting against frame such as wet leaf litter
- Uncoated stainless steel fixings, such as fixing bolts should coated with waterproofing such as: (Crommelin Exterior Grade Waterproofing (<https://www.crommelin.com.au/product/exterior-grade-waterproofing/>))
- Any site specific installation requirements set out in a drawing provided by Exolux or a qualified engineer.

EXCLUSIONS OF WARRANTY

- Other products or items used in conjunction to the ClickDeck® system including, decking boards, spas, furniture, water features, structures etc. built on or attached to deck system.
- Defects or failures caused by faulty workmanship, including preparation and installation by the claimant or their agents.
- Where the decking system has not been constructed in accordance with local building code, national standards, statutory regulations and local authority requirements.
- Acts of god (lightening, earthquake, flooding, storms) that have resulted in a failure of the system
- Damage caused by the system being modified in any way or through the use of any non- ClickDeck® fasteners and brackets.
- Contact or coating with any incompatible materials
- Where the system has not been installed in line with the ClickDeck installation guide/requirements.
- Where the system has not been installed in accordance with the ClickDeck® span table.
- Non-conformance with the Australian and New Zealand Standard 2312 (AS/NZS2312) and the associated requirements of the atmospheric conditions and the corrosivity of particular environmental factors.

- Poor or negligent maintenance of the product or non-compliance with the maintenance guide as provided by EXOLUX. The maintenance guide can be found on our website at www.clickdeck.com.au
- Labour costs, removal, and re-installation are not covered
- Any chemical, acid or cleaner that has a negative effect on aluminium.
- This warranty is only valid when accompanied by proof of purchase
- This warranty is provided to the original purchaser of the product and is not transferrable or assignable, except to the owner of the property at which the product is installed

AUSTRALIAN CONSUMER LAW

If you are a consumer under Australian Consumer Law the following provisions apply to you. Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The express warranties in this warranty are in addition to any other rights and remedies that you may have under Australian Consumer Law.

PRODUCT CARE

The ClickDeck® system is designed to be durable with minimal care, however it is important that you maintain the system in accordance with proper practices in order to obtain the full the benefit of the warranty system.

Please refer below for Australian and New Zealand Standard 2312 (AS/NZS2312) and the associated maintenance requirements:

Corrosivity Category	Corrosivity	Typical Outdoor environments	Care required
C1	Very Low	Alpine areas	Thoroughly rinse with fresh water every 6 months.
C2	Low	Arid/rural/urban; at least 50km from coast of sources of pollution	Thoroughly rinse with fresh water every 6 months.
C3	Medium	Coastal areas with low salinity	Thoroughly rinse with fresh water every 6 months.
C4	High	Sea-shore (calm) up to 1km from coast	Thoroughly rinse with fresh water every 3 months.
C5-I	Very high (Industrial)	Aggressive Industrial areas, where environment may be acidic	Thoroughly rinse with fresh water every 3 months.
C5- M	Very High (Marine)	Offshore and beachfront (rough seas and surf beaches)	Thoroughly rinse with fresh water every 3 months.
CX	Extreme	Shoreline (Severe Surf)	Thoroughly rinse with fresh water every month.

- Deck frames within 1m of a swimming pool should be rinsed with fresh water every 3 months

ALLOCATED WARRANTY SCHEDULE

Corrosion Zone	Years since time of purchase	Percentage of purchase price covered
C1, C2, C3	1-10 years	100%
C1,C2,C3	11-25 years	50%
C4, C5, CX	1-5 years	100%
C4, C5, CX	6-10 years	50%

MAKING A WARRANTY CLAIM

To make a warranty claim, please contact our customer service team on:
(03) 8202 5166 or email us at info@exolux.com.au

1. Claims Process

To make a warranty claim:

1. Notify Exolux in writing within **30 days** of discovering the issue.
2. Provide:
 - Proof of purchase
 - Installer details and installation date
 - Photos showing the issue and installation details
 - Description of the fault and location
3. We may require inspection, further information, or return of the product for assessment.

If a claim is approved, Exolux will, at its discretion:

- Repair or replace the affected component(s), or
- Refund the original purchase price of the affected component(s)

Labour costs, removal, and re-installation are not covered unless required by law.