

## Warranty

EXOLUX warrants the ClickDeck® system for a period of 10-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 bearer, joist, deck clips, corner bracket, joiner, hinge bracket and starter clip, bearer to joist clip).

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 10 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.

### 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.
- Pedestals (Note\* Pedestals are covered as per the policy of the supplier. Please refer to [www.keksia.com.au](http://www.keksia.com.au) for full details).
- 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](http://www.clickdeck.com.au)
- 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
<b>C1</b>	Very Low	Alpine areas	Thoroughly rinse with fresh water and desalinator every 6 months.
<b>C2</b>	Low	Arid/rural/urban; at least 50km from coast of sources of pollution	Thoroughly rinse with fresh water and desalinator every 6 months.
<b>C3</b>	Medium	Coastal areas with low salinity	Thoroughly rinse with fresh water and desalinator every 6 months.
<b>C4</b>	High	Sea-shore (calm) up to 1km from coast	Thoroughly rinse with fresh water and desalinator every 3 months.
<b>C5-I</b>	Very high (Industrial)	Aggressive Industrial areas, where environment may be acidic	Thoroughly rinse with fresh water and desalinator every 3 months.
<b>C5- M</b>	Very High (Marine)	Offshore and beachfront (rough seas and surf beaches)	Thoroughly rinse with fresh water and desalinator every 3 months.
<b>CX</b>	Extreme	Shoreline (Severe Surf)	Thoroughly rinse with fresh water and desalinator every month.

## ALLOCATED WARRANTY SCHEDULE

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

## 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](mailto:info@exolux.com.au)

You will be required to:

- a. Present your receipt/proof of purchase
- b. State the issue/defect in the product
- c. Provide an opportunity for the product to inspected

