



## TREX® LIMITED WARRANTY

Trex Company, Inc. (hereinafter "Trex") warrants to the original purchaser ("Purchaser") that, for the period of time set forth in the following sentence, under normal use and service conditions, Trex products shall be free from material defects in workmanship and materials, and shall not split, splinter, rot or suffer structural damage from termites or fungal decay. The term of such warranty shall be twenty-five (25) years from the date of original purchase for a residential application, and ten (10) years from the date of original purchase for a commercial application. If a defect occurs within the warranty period, Purchaser shall notify Trex in writing and, upon confirmation by an authorized Trex representative of the defect, Trex's sole responsibility shall be, at its option, to either replace the defective item or refund the portion of the purchase price paid by Purchaser for such defective item (not including the cost of its initial installation).

**Notwithstanding the foregoing, (a), the term of the warranty for the LED lights and housing for Trex DeckLighting™ shall be seven (7) years, the term of the warranty for the LED lights and housing for Trex LandscapeLighting™ shall be five (5) years, the term of the warranty for the dimmer, timer and transformer for both shall be three (3) years, and the term of the warranty for the motion controller for both shall be one (1) year, in each case provided that a Trex transformer is used (with no warranty on any components if a Trex transformer is not used), and any other parts or accessories shall not be warranted; (b) with respect to hardware for the Trex Surroundings gate (gate frame, hinges and screws), the term of the warranty shall be five (5) years, (c) with respect to Trex Decorative Balusters, the term of the warranty covering the paint coating shall be ten (10) years, and shall be prorated in the following manner: 100% replacement for the first five (5) years; and 50% replacement for the next five (5) years, and (d) this warranty shall not apply to Trex Elevations® steel deck framing, Trex Signature®/Reveal® aluminum railing and TrexTrim™ (which each have separate warranties).**

For purposes of this warranty, a "residential application" shall refer to an installation of the Product on an individual residence, and a "commercial application" shall refer to any installation of the Product other than on an individual residence.

**TO THE FULLEST EXTENT PERMITTED UNDER THE LAW, THIS WARRANTY SHALL NOT COVER AND TREX SHALL NOT BE RESPONSIBLE FOR COSTS AND EXPENSES INCURRED WITH RESPECT TO THE REMOVAL OF DEFECTIVE TREX PRODUCTS OR THE INSTALLATION OF REPLACEMENT MATERIALS, INCLUDING BUT NOT LIMITED TO LABOR AND FREIGHT.**

With respect to a residential application, this warranty may be transferred one (1) time, within the five (5) year period beginning from the date of original purchase by the Purchaser, to a subsequent buyer of the property upon which the Trex products were originally installed. With respect to a

commercial application, this warranty is freely transferable to subsequent buyers of the property upon which the Trex products were originally installed.

To make a claim under this limited warranty, Purchaser, or the transferee, shall send to Trex, within the warranty period referred to above, a description of the claimed defect and proof of purchase, to the following address:

Trex Company, Inc.  
Customer Relations  
160 Exeter Drive  
Winchester, VA 22603-8605

Trex does not warrant against and is not responsible for any condition attributable to: (1) improper installation of Trex products and/or failure to abide by Trex's installation guidelines, including but not limited to improper gapping; (2) use of Trex products beyond normal use and service conditions, or in an application not recommended by Trex's guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which Trex products are installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, etc.), staining from foreign substances (such as dirt, grease, oil, etc.), or normal weathering (defined as exposure to sunlight, weather and atmosphere which will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains); (5) variations or changes in color of Trex products; (6) improper handling, storage, abuse or neglect of Trex products by Purchaser, the transferee or third parties; or (7) ordinary wear and tear.

No person or entity is authorized by Trex to make and Trex shall not be bound by any statement or representation as to the quality or performance of Trex products other than as contained in this warranty. This warranty may not be altered or amended except in a written instrument signed by Trex and Purchaser.

**TO THE FULLEST EXTENT PERMITTED UNDER THE LAW, UNDER NO CIRCUMSTANCES WILL TREX BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER SUCH DAMAGES ARE SOUGHT IN CONTRACT, IN TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE AND STRICT LIABILITY) OR OTHERWISE, AND TREX'S LIABILITY FOR NON-PERSONAL INJURY CLAIMS WITH RESPECT TO DEFECTIVE PRODUCTS SHALL IN NO EVENT EXCEED THE REPLACEMENT OF SUCH PRODUCTS OR REFUND OF THE PURCHASE PRICE, AS DESCRIBED ABOVE.**

Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from State to State or Province to Province.



# TREX TRANSCEND®, TREX ENHANCE®, TREX SELECT® AND TREX® UNIVERSAL FASCIA LIMITED FADE & STAIN WARRANTY

For the term set forth below, Trex Company, Inc. (hereinafter "Trex") warrants to the original end-user purchaser (the "Purchaser") that Trex Transcend® decking, porch or fascia, Trex Enhance® decking or fascia, Trex Select® decking or fascia or Trex® Universal Fascia, as the case may be (the "Product") will perform, under normal use and service conditions, as follows:

**Term of Warranty:** The term of this warranty shall begin on the date of original purchase, and shall end (1) twenty-five (25) years thereafter for a residential application of the Product, and (2) ten (10) years thereafter for a commercial application of the Product.

**Residential/Commercial Application:** For purposes of this warranty, a "residential application" shall refer to an installation of the Product on an individual residence, and a "commercial application" shall refer to any installation of the Product other than on an individual residence.

**Fade Resistance:** The Product shall not fade in color from light and weathering exposure as measured by color change of more than 5 Delta E (CIE) units.

The Product is designed to resist fading. No material is fade proof when exposed to years of UV exposure and the elements. The Product is designed to resist fading, and will not in any event fade by more than 5 Delta E (CIE) units.

**Stain Resistance:** The Product shall be resistant to permanent staining resulting from spills of food and beverage items including ketchup, mustard, salad oils, tea, wine, coffee, fruit punch, barbecue sauce, grease, sodas and other food and beverage related items that would typically be present on a residential deck, or mold and mildew naturally occurring in the environment, provided that such substances are removed from the Product with soap and water or mild household cleaners within one (1) week of exposure of the food or beverage to the surface or first appearance of the mold and mildew.

Notwithstanding the foregoing, Trex does not warrant that the Product is stain-proof, and does not warrant stain resistance resulting from spilled or otherwise applied food and beverage substances which are not properly cleaned as provided above within one (1) week of exposure. In addition, materials not covered in the stain resistant warranty include abrasive compounds of acidic or basic pH, paints or stains, strong solvents, metallic rust or other abnormal deck use items, and non-food and non-beverage substances, including but not limited to, biocides, fungicides, plant food, or bactericides. Mold and mildew can settle and grow on any outdoor surface, including this Product. You should periodically clean your deck to remove dirt and pollen that can feed mold and mildew. This warranty does not cover mold and mildew which is not properly cleaned as provided above within one (1) week of first appearance.

**Standard Trex Company Limited Warranty:** This warranty is in addition to the standard Trex Company Limited Warranty that applies to all Trex products.

**Transferability:** With respect to a residential application, this warranty may be transferred one (1) time, within the five (5) year period beginning from the date of original purchase by the Purchaser, to a subsequent buyer of the property upon which the Trex products were originally installed. With respect to a commercial application, this warranty is freely transferable to subsequent buyers of the property upon which the Trex products were originally installed.

## EXCLUSIONS FROM WARRANTY COVERAGE:

**Exposure to Heat:** Direct or indirect contact with extreme heat sources (over 275 degrees) may cause fading and may damage the surface of the Product, and any effects of such exposure are expressly excluded from coverage under this warranty.

**Surface Damage:** Never use metal shovels or sharp-edged tools to remove snow and ice on the surface of the Product. If the surface of the Product is damaged or punctured, this warranty will be voided.

**Paint or Other Materials Applied to the Product:** If paint or other coating materials are applied to the Product, this warranty will be voided.

**Railing:** This warranty does not cover Trex Transcend®, Trex Enhance® or Trex Select® railing components.

**Other Exclusions:** This warranty shall not cover any condition attributable to: (1) improper installation of the Product and/or failure to abide by Trex's installation guidelines, including but not limited to improper gapping; (2) use of the Product beyond normal use or service conditions, or in an application not recommended by Trex's guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which the Product is installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.); (5) improper handling, storage, abuse or neglect of the Product by Purchaser, the transferee or third parties; (6) any fading or staining not on the walking surface of the Product (i.e., the underside or the ends of the Product); or (7) ordinary wear and tear.

## Procedure for Making a Claim under this Warranty

In order to make a claim under this warranty, Purchaser must do the following:

1. If the Purchaser is making a claim relating to the warranty on stain resistance, Purchaser must do as follows:

(a) Purchaser must try to clean the affected area of the deck by using the cleaning procedures described above within one (1) week of exposure of the food or beverage to the Product or first appearance of the mold and mildew.

(b) If the affected area remains reasonably unsatisfactory after Purchaser has tried these cleaning procedures, then Purchaser must have the affected area of the deck professionally cleaned at Purchaser's expense.

(c) If the affected area remains reasonably unsatisfactory after the professional cleaning, Purchaser may make a claim under this warranty, provided that such claim is made within thirty (30) days after the professional cleaning.

2. To make a claim under this limited warranty, Purchaser, or the transferee, shall send to Trex, within the warranty period referred to above, a description and photographs of the affected area of the Product, proof of purchase, and if the claim relates to the warranty on stain resistance, proof of compliance with paragraph 1. above, to the following address:

Trex Company, Inc.  
Customer Relations  
160 Exeter Drive  
Winchester, VA 22603-8605

3. Upon confirmation by an authorized Trex representative of a valid claim hereunder, Trex's sole responsibility shall be, at its option, to either replace the affected item or refund the portion of the purchase price paid by Purchaser for such affected item (not including the cost of its initial installation).

Replacement material will be provided that is as close as possible in color, design and quality as the replaced material, but Trex does not guarantee an exact match as colors and design may change.

4. If a valid warranty claim hereunder is made during years eleven (11) through twenty-five (25) after the original purchase for a residential application, recovery will be prorated. If Trex is providing replacement materials, it may elect to replace the percentage listed below of boards otherwise meeting the requirements for a claim, or if it is refunding the purchase price, it may elect to refund the percentage listed below of the purchase price of boards otherwise meeting the requirements for a claim.

| YEAR OF WARRANTY CLAIM | PERCENTAGE RECOVERY |
|------------------------|---------------------|
| 11                     | 80%                 |
| 12                     | 80%                 |
| 13                     | 80%                 |
| 14                     | 60%                 |
| 15                     | 60%                 |
| 16                     | 60%                 |
| 17                     | 40%                 |
| 18                     | 40%                 |
| 19                     | 40%                 |
| 20                     | 20%                 |
| 21                     | 20%                 |
| 22                     | 20%                 |
| 23                     | 10%                 |
| 24                     | 10%                 |
| 25                     | 10%                 |

**5. TO THE FULLEST EXTENT PERMITTED UNDER THE LAW, THIS WARRANTY SHALL NOT COVER AND TREX SHALL NOT BE RESPONSIBLE FOR COSTS AND EXPENSES INCURRED WITH RESPECT TO THE REMOVAL OF AFFECTED PRODUCT OR THE INSTALLATION OF REPLACEMENT MATERIALS, INCLUDING BUT NOT LIMITED TO LABOR AND FREIGHT.**

No person or entity is authorized by Trex to make and Trex shall not be bound by any statement or representation as to the quality or performance of Trex products other than as contained in this warranty. This warranty may not be altered or amended except in a written instrument signed by Trex and Purchaser.

**TO THE FULLEST EXTENT PERMITTED UNDER THE LAW, UNDER NO CIRCUMSTANCES WILL TREX BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER SUCH DAMAGES ARE SOUGHT IN CONTRACT, IN TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE AND STRICT LIABILITY) OR OTHERWISE, AND TREX'S LIABILITY FOR NON-PERSONAL INJURY CLAIMS WITH RESPECT TO PRODUCTS SHALL IN NO EVENT EXCEED THE REPLACEMENT OF SUCH PRODUCTS OR REFUND OF THE PURCHASE PRICE, AS DESCRIBED ABOVE.**

Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from State to State or Province to Province.

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## TREX TRANSCEND®, TREX ENHANCE® AND TREX SELECT® CARE AND CLEANING GUIDE

All exterior building materials require cleaning. Generally, soap and water is all that is required to clean Trex Transcend, Enhance and Select products. For further information, see below.

| PROBLEM   | SOLUTION   |
|---|--|
| Dirt and Debris   | The affected area should be sprayed off with a hose to remove surface debris. Use warm soapy water and a soft bristle brush to remove dirt and debris from the embossing pattern.  |
| Hard Water Staining   | Hard water is water with a high amount of mineral deposits like lime, silica and calcium. When the water dries, deposits are left behind, leaving unsightly spots on surfaces. This is not a defect of Trex products but an issue with the water itself. Generally these deposits can be cleaned with white vinegar on decking surfaces or use of Magic Eraser® on railing surfaces. Rinsing is required so care should be taken to not use hard water for this purpose, and if it must be used, dry with a cloth or use a blower to dry surfaces.   |
| Chalk Lines   | Most colored chalks are permanent and may discolor the surface. Use only Irwin Strait-Line®* Dust-Off Marking Chalk (purple), available at <a href="http://Irwin.com">Irwin.com</a>  |
| Tannins Due to Debris   | Remove all debris from the deck using a hose or broom. Once the deck surface is dry, apply a deck "brightener"*** to the deck as directed by the manufacturer. Deck Brighteners contain oxalic acid, which will also remove tannins.   |
| Ice and Snow  | A plastic shovel may be used to remove snow from the deck. Use calcium chloride or rock salt to melt the snow and ice from the deck surface.   |
| Oil, Grease and Food  | All food spills should be removed as soon as possible. <b>The surface must be cleaned within seven days to maintain the stain warranty.</b> To remove, spray off with a hose and use warm, soapy water and a soft bristle brush to remove spills from the embossing pattern.   |
| Mold and Mildew   | If debris such as pollen and dirt is allowed to remain on the deck surface, mold can feed on the biofilm. Using a hose and warm, soapy water with a soft bristle brush is recommended to remove the food source and mold.  |
| Using a Pressure Washer (Concrete, Stucco or Ground-in Construction Dirt) | A pressure washer with <b>no greater</b> than 3100 psi*** that has a fan attachment/adjustment and soap dispenser may be used to remove dirt, concrete dust, or other types of construction dirt. Spray deck with soap, then follow with gently scrubbing each deck board with a soft bristle brush. Spray/rinse each individual deck board using a fan tip no closer than 8-in from the decking surface. <b>RINSE THOROUGHLY.</b> If dirty water from cleaning is left to dry, this will cause a film to remain on the decking surface.   |
| Maintaining Transcend and Select Railing                                  | <b>NEVER</b> use acetone or other solvents on Trex Transcend or Select railing to maintain the beauty of the surface. For color transfer issues (from attachment of baluster spacer), use Mr. Clean® Magic Eraser® Original or Magic Eraser® Extra Power to help remove this.**** For small surface scratches, marks or scuffs, use Dupli-Color Scratch Seal™ Clear Sealer Pen.*****   |
| Job Site Storage  | Store decking on a flat level surface, and always use proper supports (dunnage). Do not store directly on the ground. When stacking decking bundles, supports (dunnage) should start approximately 8-in (0.20 m) from each end and be spaced approximately 2-ft (0.61 m) on center. In addition, supports (dunnage) should line up vertically/perpendicular to the decking product. Adjust support blocks (dunnage) accordingly if bundles are loose. For Select decking, 1x12 and 1x8 products, the maximum stack height is 12 bundles. For all other decking products maximum stack height is 14 bundles (IMPORTANT TO NOTE THAT PROPER DUNNAGE SPACING MUST BE IN PLACE FOR THESE HEIGHTS.) When stacking multiple bundles, ensure that dunnage lines up vertically down through each stack. Always cover decking products on site until ready to be installed. |

\*Strait-Line® is a registered trademark of Irwin Industrial Tool Company.

\*\*Use of products containing bleach or acid will lighten the surface of Trex. Use in an inconspicuous area to determine whether you like the effect. Neither product will affect the structural integrity of Trex.

\*\*\*Use of a pressure washer greater than 3100 psi could damage the boards and void the warranty.

\*\*\*\*Mr. Clean® and Magic Eraser® are registered trademarks of The Procter and Gamble Company.

\*\*\*\*\*Scratch Seal™ Clear Sealer Pen is a registered trademark of Dupli-Color® Products Company.