



Home CHOICE Collection



Limited Warranty Home Choice Collection (Including Premier)

Ultra Group Ltd ("Ultra Decking or Ultra Group") warrants to the original purchaser ("Purchaser") that, for the period of ten (10) years from the date of original purchase for a residential application, and five (5) years from the date of original purchase for a commercial application, PLEASE READ THIS PRODUCT WARRANTY CAREFULLY, IT IS IMPORTANT THAT ALL CUSTOMERS MUST COMPLY TO THE CORRECT INSTALLATION AND MAINTENANCE OF THIS PRODUCT PLEASE PAY CLOSE ATTENTION TO THE FOLLOWING HEADINGS REGISTRATIONS, WARRANTY CLAIM (TABLE), EXCLUSIONS, FADE LIMITATIONS

Registration of your product warranty

You must register your product with us with 45 days of purchase, otherwise you will not be able to claim through this product warranty in the future. You can register via email info@ultradecking.co.uk please ensure you advise you have left the correct expansion spaces, gradient (slope) for drainage, correct joists centre and more advised in exclusions to ensure you do not void your warranty with ultra group. Please also send an image of the installation complete along with your order reference number.

Product warranty

We warrant under normal use and service conditions that: home choice Collection Decking 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. If a Purchaser discovers a defect in the home choice product within the warranty period, the Purchaser shall notify in writing to the following email address: info@ultradecking.co.uk.

Warranty Claim

Ultra Group Ltd reserves the right to request additional information in connection with the warranty claim. If Ultra Decking determines the Purchaser's claim is valid upon confirmation by an authorized Ultra Decking representative of the defect, Ultra Group Ltd'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, as set out below (not including the cost of its initial installation or delivery).

This warranty shall not cover and Ultra Group shall not be responsible for costs and expenses incurred with respect to the removal of defective home choice products or the installation of replacement materials, including but not limited to labour and delivery. The foregoing remedies are the **SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY**.

Ultra Group in no circumstances shall be liable under this product warranty that exceeds the replacement value of defective product and our full and entire liability is set out in the below table for any failure or defects to this product. Ultra Group will not except for any legal responsibility that we cannot exclude in law (such as death or personal injury) We are nor legal responsibility for (1) Personal injuries of any kind (2) business or personal losses (3) personal damages or business damages of any kind (4) losses to none customers.

For purposes of this warranty, a 'residential application' shall refer to an installation of the home choice product on an individual residence, and a 'commercial application' shall refer to any installation of the home choice product other than on an individual residence. If a valid warranty claim is made during the valid warranty period after the original purchase date, then the Purchaser's recovery will be prorated as indicated below. If Ultra Group is providing replacement materials, it may elect to replace the percentage listed below of home choice products; if Ultra Group is refunding the purchase price, it may elect to refund the percentage listed below of the purchase price of the home choice Collection products.

Residential Applications		Commercial Applications
Time After Original Purchase	Percentage Replacement	Time After Original Purchase
1 Years	100%	1 Years
2 Years	60%	2 Years
3 Years	40%	
4 Years	30%	3 Years
5-10 Years	10%	3-5 Years

Warranty transfer: for residential applications this warranty may be transferred one (1) time, within the three (3) year period beginning from the date of original purchase by the Purchaser, to a subsequent buyer of the property upon which the Exclusive Collection products were originally installed. With respect to a commercial application, this warranty is freely transferable to subsequent buyers of the property upon which the home choice Collection products were originally installed.

Exclusions

Ultra Group Ltd does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any product failure, product malfunction, or damages attributable to: (1) improper installation of home choice products and/or failure to abide by Ultra Decking's installation guidelines (provided upon request), including but not limited to improper gapping (note **IMPORTANT** no less than 3mm side to side width of the board gapping, no less than 6mm joist end gapping, 10mm below 5 degree & no less than 20mm from fix objects e.g. home, walls & fence), Over 2.5% gradient slope & angle (to allow water to run off & not build up) **IMPORTANT** please ensure water drains off the deck easily, if water is left on the deck and builds up it can create the board to deform, swell, warp, bow or rise in time, the deck must have good drainage and not hold water. 300mm joist spacing residential, 200mm joist spacing commercial, failure to use ultra decking equipment upon installation (e.g. clips, fasteners, screws & approved accessories); (2) use of home choice products beyond normal use and service conditions, or in an application not recommended by Ultra Decking's guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which home choice products are installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, polluted water etc.), staining from foreign substances (such as dirt, alcohol, bleach, hazardous substances, grease, oil, urine etc.), or normal weathering (defined as exposure to UV rays, sunlight, heat, weather and atmosphere which will cause any coloured surface to fade, chalk, or accumulate dirt, spots or stains); (5) variations or changes in colour of home choice products; (6) improper handling, storage, cleaning, maintenance, abuse or neglect of home choice products by Purchaser, the transferee or third parties; (7) any products that have not been paid in full; or (8) ordinary wear and tear.

Fade Limitations

No Composite Decking is fade-proof when exposed to mother nature's elements in particular but not limited to sunlight and other common atmospheric conditions. Weathering and fading is expected over the products life and is not covered under the warranty. Weathering is defined as exposure to sunlight, water, dirt, extreme weather and atmosphere and other natural mother nature elements which will cause the boards colour to fade, lighten, chalk, spot, accumulate dirt or stain.

No person or entity is authorized by Ultra Group to make and Ultra Group shall not be bound by any statement or representation as to the quality or performance of home choice products other than as contained in this warranty. This warranty may not be altered or amended by the purchaser unless authorized by Ultra Group Ltd in signed documentation.

Warp, crack & splinter resistance limitations

The product offers resistance to warp, cracking & splintering. Warping & cracking can appear or happen in any product if not installed correctly in particular to drainage and expansion of the product over time. Cracks can appear in core if exposed to water for long periods and poor drainage. It is important to ensure correct expansion gaps & drainage are left by yourself or a third party installer **NOTE** no more than 3mm side to side, 6-8mm end to end (10mm below 5 degree) 25mm from fixed objects. It is also important to ensure correct drainage **NOTE** raised deck is advised to allow good air flow and drainage and water should drain off the deck easily advising over 2.5% slope to ensure water completely drains off your deck **NOTE** deck can hold water in areas if clips aren't installed correctly and are not level to the slopes run off. If the product is exposed to water for long periods cracks can appear. Don't forget deck drainage upon installation.

Low Maintenance

All products must be taken care of and regularly cleaned to ensure a long life span. You must keep up regularly cleaning with hot soapy water or this can create future product issues & defects. Regularly cleaning is defined as once every month **NOTE** this needs to be increased in the spring and autumn periods to ensure dirt and debris is cleared.



Exclusive **NATURAL** Collection



Limited Warranty Exclusive Collection

Ultra Group Ltd ("Ultra Decking or Ultra Group") warrants to the original purchaser ("Purchaser") that, for the period of ten (15) years from the date of original purchase for a residential application, and five (5) years from the date of original purchase for a commercial application, **PLEASE READ THIS PRODUCT WARRANTY CAREFULLY, IT'S IMPORTANT THAT ALL CUSTOMERS MUST COMPLY TO THE CORRECT INSTALLATION AND MAINTENANCE OF THIS PRODUCT PLEASE PAY CLOSE ATTENTION TO THE FOLLOWING HEADINGS REGISTRATIONS, WARRANTY CLAIM (TABLE), EXCLUSIONS, FADE LIMITATIONS**

Registration of your product warranty

You must register your product with us with 45 days of purchase, otherwise you will not be able to claim through this product warranty in the future. You can register via email info@ultradecking.co.uk please ensure you advise you have left the correct expansion spaces, gradient (slope) for drainage, correct joists centre and more advised in exclusions to ensure you do not void your warranty with ultra group. Please also send an image of the installation complete along with your order reference number.

Product warranty

We warrant under normal use and service conditions that: Exclusive Collection Decking 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. If a Purchaser discovers a defect in the home choice product within the warranty period, the Purchaser shall notify in writing to the following email address: info@ultradecking.co.uk.

Warranty Claim

Ultra Group Ltd reserves the right to request additional information in connection with the warranty claim. If Ultra Decking determines the Purchaser's claim is valid upon confirmation by an authorized Ultra Decking representative of the defect, Ultra Group Ltd'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, as set out below (not including the cost of its initial installation or delivery).

This warranty shall not cover and Ultra Group shall not be responsible for costs and expenses incurred with respect to the removal of defective Exclusive Collection products or the installation of replacement materials, including but not limited to labour and delivery. The foregoing remedies are the **SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY**.

Ultra Group in no circumstances shall be liable under this product warranty that exceeds the replacement value of defective product and our full and entire liability is set out in the below table for any failure or defects to this product. Ultra Group will not except for any legal responsibility that we cannot exclude in law (such as death or personal injury) We are nor legal responsibility for (1) Personal injuries of any kind (2) business or personal losses (3) personal damages or business damages of any kind (4) losses to none customers.

For purposes of this warranty, a 'residential application' shall refer to an installation of the Exclusive Collection product on an individual residence, and a 'commercial application' shall refer to any installation of the Exclusive Collection product other than on an individual residence. If a valid warranty claim is made during the valid warranty period after the original purchase date, then the Purchaser's recovery will be prorated as indicated below. If Ultra Group is providing replacement materials, it may elect to replace the percentage listed below of Exclusive Collection products; if Ultra Group is refunding the purchase price, it may elect to refund the percentage listed below of the purchase price of the Exclusive Collection products.

Residential Applications		Commercial Applications
Time After Original Purchase	Percentage Replacement	Time After Original Purchase
1 Years	100%	1 Years
2 Years	60%	2 Years
3 Years	40%	
5-10 Years	30%	3 Years
10-15 Years	10%	3-5 Years

Warranty transfer: for residential applications this warranty may be transferred one (1) time, within the three (3) year period beginning from the date of original purchase by the Purchaser, to a subsequent buyer of the property upon which the Exclusive Collection products were originally installed. With respect to a commercial application, this warranty is freely transferable to subsequent buyers of the property upon which the Exclusive Collection products were originally installed.

Exclusions

Ultra Group Ltd does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any product failure, product malfunction, or damages attributable to: (1) improper installation of Exclusive Collection products and/or failure to abide by Ultra Decking's installation guidelines (provided upon request), including but not limited to improper gapping (note **IMPORTANT** no less than 3mm side to side width of the board gapping, no less than 6mm joist end gapping, 10mm below 5 degree & no less than 20mm from fix objects e.g. home, walls & fence), Over 2.5% gradient slope & angle (to allow water to run off & not build up) **IMPORTANT** please ensure water drains off the deck easily, if water is left on the deck and builds up it can create the board to deform, swell, warp, bow or rise in time, the deck must have good drainage and not hold water. 300mm joist spacing residential, 200mm joist spacing commercial, failure to use ultra decking equipment upon installation (e.g. clips, fasteners, screws & approved accessories); (2) use of Exclusive Collection products beyond normal use and service conditions, or in an application not recommended by Ultra Decking's guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which Exclusive Collection products are installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, polluted water etc.), staining from foreign substances (such as dirt, alcohol, bleach, hazardous substances, grease, oil, urine etc.), or normal weathering (defined as exposure to UV rays, sunlight, heat, weather and atmosphere which will cause any coloured surface to fade, chalk, or accumulate dirt, spots or stains); (5) variations or changes in colour of Exclusive Collection products; (6) improper handling, storage, cleaning, maintenance, abuse or neglect of Exclusive Collection products by Purchaser, the transferee or third parties; (7) any products that have not been paid in full; or (8) ordinary wear and tear.

Fade Limitations

No Composite Decking is fade-proof when exposed to mother nature's elements in particular but not limited to sunlight and other common atmospheric conditions. Weathering and fading is expected over the products life and is not covered under the warranty. Weathering is defined as exposure to sunlight, water, dirt, extreme weather and atmosphere and other natural mother nature elements which will cause the boards colour to fade, lighten, chalk, spot, accumulate dirt or stain.

No person or entity is authorized by Ultra Group to make and Ultra Group shall not be bound by any statement or representation as to the quality or performance of Exclusive Collection products other than as contained in this warranty. This warranty may not be altered or amended by the purchaser unless authorized by Ultra Group Ltd in signed documentation.

Warp, crack & splinter resistance limitations

The product offers resistance to warp, cracking & splintering. Warping & cracking can appear or happen in any product if not installed correctly in particular to drainage and expansion of the product over time. Cracks can appear in core if exposed to water for long periods and poor drainage. It's important to ensure correct expansion gaps & drainage are left by yourself or a third party installer **NOTE** no more than 3mm side to side, 6-8mm end to end (10mm below 5 degree) 25mm from fixed objects. It's also important to ensure correct drainage **NOTE** raised deck is advised to allow good air flow and drainage and water should drain off the deck easily advising over 2.5% slope to ensure water completely drains off your deck **NOTE** deck can hold water in areas if clips aren't installed correctly and are not level to the slopes run off. If the product is exposed to water for long periods cracks can appear. Don't forget deck drainage upon installation.

Low Maintenance

All products must be taken care of and regularly cleaned to ensure a long life span. You must keep up regularly cleaning with hot soapy water or this can create future product issues & defects. Regularly cleaning is defined as once every month **NOTE** this needs to be increased in the spring and autumn periods to ensure dirt and debris is cleared.



Signature Collection



Limited Warranty Signature Collection

Ultra Group Ltd ("Ultra Decking or Ultra Group") warrants to the original purchaser ("Purchaser") that, for the period of ten (25) years from the date of original purchase for a residential application, and five (10) years from the date of original purchase for a commercial application, **PLEASE READ THIS PRODUCT WARRANTY CAREFULLY, IT'S IMPORTANT THAT ALL CUSTOMERS MUST COMPLY TO THE CORRECT INSTALLATION AND MAINTENANCE OF THIS PRODUCT PLEASE PAY CLOSE ATTENTION TO THE FOLLOWING HEADINGS REGISTRATIONS, WARRANTY CLAIM (TABLE), EXCLUSIONS, COLOUR & STAIN LIMITATIONS**

Registration of your product warranty.

You must register your product with us with 45 days of purchase, otherwise you will not be able to claim through this product warranty in the future. You can register via email info@ultradecking.co.uk please ensure you advise you have left the correct expansion spaces, gradient (slope) for drainage, correct joists centre and more advised in exclusions to ensure you do not void your warranty with ultra group. Please also send an image of the installation complete along with your order reference number.

Product warranty

We warrant under normal use and service conditions that: Signature Collection Decking 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. If a Purchaser discovers a defect in the signature product within the warranty period, the Purchaser shall notify in writing to the following email address: info@ultradecking.co.uk.

Warranty Claim

Ultra Group Ltd reserves the right to request additional information in connection with the warranty claim. If Ultra Decking determines the Purchaser's claim is valid upon confirmation by an authorized Ultra Decking representative of the defect, Ultra Group Ltd'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, as set out below (not including the cost of its initial installation or delivery). This warranty shall not cover and Ultra Group shall not be responsible for costs and expenses incurred with respect to the removal of defective signature products or the installation of replacement materials, including but not limited to labour and delivery. The foregoing remedies are the **SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY**.

Ultra Group in no circumstances shall be liable under this product warranty that exceeds the replacement value of defective product and our full and entire liability is set out in the below table for any failure or defects to this product. Ultra Group will not except for any legal responsibility that we cannot exclude in law (such as death or personal injury) We are not legal responsibility for (1) Personal injuries of any kind (2) business or personal losses (3) personal damages or business damages of any kind (4) losses to none customers.

For purposes of this warranty, a 'residential application' shall refer to an installation of the Signature product on an individual residence, and a 'commercial application' shall refer to any installation of the signature product other than on an individual residence. If a valid warranty claim is made during the valid warranty period after the original purchase date, then the Purchaser's recovery will be prorated as indicated below. If Ultra Group is providing replacement materials, it may elect to replace the percentage listed below of signature products; if Ultra Group is refunding the purchase price, it may elect to refund the percentage listed below of the purchase price of the signature products.

Residential Applications		Commercial Applications
Time After Original Purchase	Percentage Replacement	Time After Original Purchase
1 Years	100%	1 Years
2 Years	60%	2 Years
3 Years	40%	
5-10 Years	30%	3-5 Years
10-25 Years	10%	5-10 Years

Warranty transfer: for residential applications this warranty may be transferred one (1) time, within the three (3) year period beginning from the date of original purchase by the Purchaser, to a subsequent buyer of the property upon which the Signature products were originally installed. With respect to a commercial application, this warranty is freely transferable to subsequent buyers of the property upon which the signature products were originally installed.

Exclusions

Ultra Group Ltd does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any product failure, product malfunction, or damages attributable to: (1) improper installation of signature products and/or failure to abide by Ultra Decking's installation guidelines (provided upon request), including but not limited to improper gapping (note **IMPORTANT** no less than 3mm side to side width of the board gapping, no less than 6mm joist end gapping, 10mm below 5 degree & no less than 20mm from fix objects e.g. home, walls & fence), Over 2.5% gradient slope & angle (to allow water to run off & not build up) **IMPORTANT** please ensure water drains off the deck easily, if water is left on the deck and builds up it can create the board to deform, swell, warp, bow or rise in time, the deck must have good drainage and not hold water. 300mm joist spacing residential, 200mm joist spacing commercial, failure to use ultra decking equipment upon installation (e.g. clips, fasteners, screws & approved accessories); (2) use of signature products beyond normal use and service conditions, or in an application not recommended by Ultra Decking's guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which signature products are installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, polluted water etc.), staining from foreign substances (such as bleach, hazardous substances, non household oil, urine, more details in stain resistance etc.), or normal weathering (defined as exposure to UV rays, sunlight, heat, weather and atmosphere which will cause any coloured surface to fade, chalk, or accumulate dirt, spots or stains); (5) variations or changes in colour of signature products; (6) improper handling, storage, cleaning, maintenance, abuse or neglect of signature products by Purchaser, the transferee or third parties; (7) any products that have not been paid in full; or (8) ordinary wear and tear.

Colour Limitations

No material or composite decking is fade-proof when exposed to mother nature's elements for years in particular but not limited to sunlight and other common atmospheric conditions. Weathering is expected over the products life and is not covered under the warranty. Weathering is defined as exposure to sunlight, water, dirt, extreme weather and atmosphere and other natural mother nature elements which will cause the boards colour to fade, lighten, chalk, spot, accumulate dirt or stain.

Stain Limitations

The product will offer stain resistance resulting in spills of food and beverages, which includes ketchup, mustard, oils, tea, wine, coffee, grease, and fizzy beverages including beer. Ultra Group does not warrant that the product is stain-proof and stains can occur over the years if left uncleaned for periods. Provided that such above substance is removed within 24 hours (uncleaned for periods) of spill with hot soapy (not boiling) and water including house hold fairy liquid. Mold & mildew can settle on any product if not cleaned regularly including this product. You must keep up regularly cleaning with hot soapy water as this can create mold if not correctly look after. Regularly cleaning is defined as once every month. Ultra Group does not warrant this product if not regularly clean and maintained during its life span. Stain will appear from and not limited to bleach, acid, paints, planet food, none household oils, rust, bactericides, disinfectors, biocides, bacteria, none food and none beverages, basic ph, cleaning chemicals, strong solvents

No person or entity is authorized by Ultra Group to make and Ultra Group shall not be bound by any statement or representation as to the quality or performance of signature products other than as contained in this warranty. This warranty may not be altered or amended by the purchaser unless authorized by Ultra Group Ltd in signed documentation.

Warp, crack & splinter resistance limitations

The product offers resistance to warp, cracking & splinting. Warping & cracking can appear or happen in any product if not installed correctly in particular to drainage and expansion of the product over time. Cracks can appear in core if exposed to water for long periods and poor drainage. Its important to ensure correct expansions gaps & drainage are left by yourself or a third party installer **NOTE** no more than 3mm side to side, 6-8mm end to end (10mm below 5 degree) 25mm from fixed objects. Its also important to ensure correct drainage **NOTE** raised deck is advised to allow good air flow and drainage and water should drain off the deck easily advising over 2.5% slope to ensure water completely drains of your deck **NOTE** deck can hold water in areas if clips aren't installed correctly and are not level to the slopes run off. If the product is exposed to water for long periods cracks can appear. Dont forget deck drainage upon installation.

Low Maintenance

All products must be taken care off and regular cleaned to ensure a long life span. You must keep up regularly cleaning with hot soapy water or this can create future product issues & defects. Regularly cleaning is defined as once every month **NOTE** this needs to be increased in the spring and autumn periods to ensure dirt and debris is cleared.