What the Customer Must Do

The homeowner/purchaser promptly must notify CertainTeed in writing of any manufacturing defect and provide proof of the date of purchase and installation, as well as proof of property ownership. All notifications should be sent to: CertainTeed Corporation, 803 Belden Road, Jackson, MI 49203, Attn: Consumer Services Department. The homeowner/purchaser may be required to submit a sample of the claimed defective material to CertainTeed for analysis. CertainTeed will then investigate the claim and may examine the material claimed to be defective. If a manufacturing defect covered by this warranty is confirmed by CertainTeed, within a reasonable amount of time after the investigation, will, at its sole option, repair or replace the fence product, or refund the amount paid by the original purchaser for the fence and accessories, per the terms of this warranty.

This warranty is effective for products purchased after 6/1/2014.

Care and Maintenance

While CertainTeed vinyl fence resists most common household stains like oil and grease, it will become dirty like any other product that is exposed to atmospheric conditions. Chalk also may accumulate on the surface. This is a normal condition for all pigmented materials that are constantly exposed to sunlight and the elements. Soil, grime and chalk can be removed simply with the help of your garden hose and a bucket of soapy water.

If especially stubborn stains cannot be removed with normal household detergents, request a cleaner from your contractor. Always test cleaner on an inconspicuous area before full use.

Mildew may be a problem in some areas. It appears as black spots on surface dirt and usually is first detected in areas not subjected to rainfall, such as under eaves and porch enclosures. For removal, prepare a solution as shown below.

CAUTION: Greater concentrations may cause damage to the vinyl materials.

Mix together:
1/3 cup detergent (Tide®, for example)
2/3 cup trisodium phosphate (Soilax®, for example)
1 quart 5% sodium hypochlorite (Clorox®, for example)
3 quarts of water

If the above solution does not readily remove the mildew spots, request a mildew-type cleaner from your contractor.

The chemical agents referenced herein may be hazardous to the user or to the environment. Be sure to follow all precautions and warnings on the product label and particularly those that may be necessary to prevent personal injury. Please dispose of these chemical agents in a manner prescribed by the manufacturer. If you are unsure how to use or how to dispose of these chemical agents, contact the manufacturer of these products for instructions.

Important: Fire Safety Information

CertainTeed exterior vinyl building materials require little maintenance for many years. Nevertheless, common sense dictates that builders and suppliers of vinyl products store, handle and install vinyl materials in a manner that avoids damage to the product and/or the structure. Owners and installers should take a few simple steps to protect vinyl building materials from fire. Rigid vinyl fence is made from organic materials that will melt or burn when exposed to a significant source of flame or heat. Building owners, occupants and outside maintenance personnel always should take normal precautions to keep sources of fire, such as barbecues, and combustible materials, such as dry leaves, mulch and trash, away from vinyl fence.
What and Who Is Covered and for How Long

CertainTeed warrants to the original homeowner/purchaser that its BuffTech vinyl fence products will be manufactured free from defects in material and workmanship — including peeling, fading, blistering and coring — when subject to normal and proper use.

Should any manufacturing defect occur during the lifetime of the original homeowner (as long as the original homeowner is still living and retains ownership of the property), CertainTeed will repair or replace, at its sole option, the defective fence product. Except during the SureStart™ protection period, CertainTeed shall not be liable or responsible for labor charges or other expenses whatsoever in connection with removal or installation of either the original or replacement product. CertainTeed also reserves the right to refund the amount paid by the original purchaser for the fence product.

In the event of repair or replacement under the terms of this limited warranty, the original warranty shall apply to the repaired or replacement fence product and will extend for the balance of the warranty period in effect at the time the original product proved defective by CertainTeed.

The lifetime coverage offered by this limited warranty automatically ends upon the sale of the property or the death of the last of the original owners of the property at the time of installation.

THE FENCE PRODUCT.

CERTAINTEED’S TOTAL LIABILITY INCLUDE THE ORIGINAL COST OF LABOR TO INSTALL THE FENCE PRODUCT AND ONLY DURING THE SURESTART PROTECTION PERIOD WILL CERTAINTEED BE LIABLE FOR ANY EXPENSES WHATSOEVER INCURRED IN CONNECTION WITH THE REMOVAL OF THE DEFECTIVE FENCE PRODUCT OR REPLACEMENT THEREOF. CERTAINTEED’S OBLIGATIONS, RESPONSIBILITIES AND LIABILITY SHALL BE LIMITED TO REPAIRING, REPLACING OR CLEANING THE DEFECTIVE PRODUCT AS SET FORTH IN THIS DOCUMENT. CERTAINTEED’S OBLIGATIONS, RESPONSIBILITIES AND LIABILITY SHALL BE LIMITED TO THE COST OF THE ORIGINAL PRODUCT USEFUL IN THE PERFORMANCE OF ANY WARRANTY REPAIR OR REPLACEMENT.

IN NO EVENT SHALL CERTAINTEED BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE PROPERTY OWNER’S PROPERTY OR ITS CONTENTS OR FOR INJURY TO ANY PERSONS, THAT MAY OCCUR AS A RESULT OF THE USE OF CERTAINTEED’S PRODUCTS OR AS A RESULT OF THE BREACH OF THIS WARRANTY. IF YOUR STATE DOES NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

CERTAINTEED’S OBLIGATIONS, RESPONSIBILITIES AND LIABILITY SHALL BE LIMITED TO REPAIRING, REPLACING OR CLEANING THE DEFECTIVE PRODUCT AS SET FORTH IN THIS LIMITED WARRANTY. IN NO EVENT SHALL CERTAINTEED BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE PROPERTY OWNER’S PROPERTY OR ITS CONTENTS OR FOR INJURY TO ANY PERSONS, THAT MAY OCCUR AS A RESULT OF THE USE OF CERTAINTEED’S PRODUCTS OR AS A RESULT OF THE BREACH OF THIS WARRANTY. IF YOUR STATE DOES NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

THE FENCE PRODUCT.

CERTAINTEED’S TOTAL LIABILITY INCLUDE THE ORIGINAL COST OF LABOR TO INSTALL THE FENCE PRODUCT. THIS WARRANTYgives you specific legal rights and you also may have other rights that may vary from state to state. Except for Special Orders, this warranty may not be modified, altered or expanded by anyone, including product distributors, dealers, sellers, installers and/or CertainTeed field representatives.