

Anticipated Service Life Warranty for Decking & Decking Substructure Components Supplied to Wickes Building Supplies Ltd

All timber decking and associated timber substructure components supplied by BSW Timber Solutions Ltd to Wickes are treated in accordance with the requirements of BS8417, using industry leading preservatives to prevent failure caused by rot or insect attack. Substructure components which come into contact with the ground are treated to Use Class 4 and, decking boards are treated to Use Class 3U. The list below gives details of the service life for each product category, it is anticipated that these products will not fail because of rot or insect attack provided that the criteria in this document is met.

- Deck Joists – 15 Years
- Incised Deck Joist – 15 Years
- Standard deck boards – 5 Years
- Pro deck boards – 10 Years
- Pergola Post & Cross Beam – 10 Years

- During construction
 - The decking area must be constructed in accordance with the “How To” guide provided by Wickes.
 - All cut ends on both the sub-frame and deck boards should be treated with two coats of a suitable end grain treatment.
 - Design of the deck and sub-frame must allow for adequate ventilation and drainage.
 - The design of the deck should incorporate an adequate fall of at least 2mm per metre to allow for rainwater run-off.
 - Expansion gaps as described in the Wickes how to video, should be maintained to allow for natural expansion of the timbers.
 - New decking should be left for approximately 6 months prior to applying water based paint products, applying sooner than this may encourage distortion of the deck boards. Oil based stains may be applied immediately after installation if desired, polymer based paints should be avoided for at least 12 months after installation.

- Aftercare
 - The deck boards must be kept clear of surface debris such as leaves and other organic matter.
 - Large objects which do not allow adequate ventilation must not be placed on the surface of the deck boards.
 - If cleaning of the deck boards is required this must be done with a dedicated deck cleaning product and should not be done with a pressure washer.
 - After cleaning, a suitable preservative treatment should be applied.
 - Factors such as temperature, location and use will also affect longevity of the deck, it should be inspected for signs of deterioration regularly and treated with a suitable preservative to preserve its look.

The anticipated service life does not provide a guarantee of performance, but an indication of the expected service life of the treated product assuming good design, normal conditions of use and adequate aftercare.

- Other conditions
 - The customer must retain their receipt as proof of purchase.
 - It is advised to retain the receipts for any treatment products used both during and after construction.
 - This warranty is non-transferrable and is valid only for the original purchaser.
 - The warranty is limited to the cost of the product, it does not cover any associated cost such as removal and disposal of the defective product or, subsequent re-construction labour costs.
 - Decking or decking components must be used only for their designed purpose, this may be in a domestic or light commercial setting, other applications are not covered. For commercial applications, frequent inspection and re-treatment is recommended.
 - All claims against this warranty will be investigated fully by BSW Timber Solutions, the claimant must cooperate fully with this investigation.
 - Timber is a natural material and will degrade when exposed to the elements, any timber degrade which is the result of natural movement of wood in service, including weathering, twisting and splitting is not covered.
 - “Weathering” of wood is not fungal decay or rot of any type or definition. Damage caused by weathering of wood including but not limited to raised grain, cosmetic defects of whatever nature, colour variation, splitting, cracking, twisting, warping, swelling, shrinkage, any other physical properties of the wood, out-fallen knots and all other non-structural and non-decay related defects are not covered.
 - The term ‘failed’ refers to damage caused by fungi to such an extent that the component breaks and is no longer fit for purpose.

These guarantees are provided in addition to your statutory rights.