Dekorum Vinyl Decking Supply
Limited Warranty

Warranty Overview

Dekorum Vinyl Decking Supply guarantees that our Roof Deck Membranes and Smooth-Back Membranes are free from manufacturing defects that could lead to leakage. When using the Roof Deck Membrane, Dekorum offers a 5-year warranty on the appearance and a 10-year warranty on waterproofing performance. For installations using the Smooth-Back Membrane, Dekorum extends the appearance warranty to 5 years and the waterproofing warranty to 15 years.

All Dekorum vinyl membranes are approved for use on decks over living spaces, patios, and balconies.

Warranty Terms & Conditions

Coverage Details

- The warranty applies for the specific time periods outlined above, depending on the product selected.
- Membranes must be installed using Dekorum-approved adhesives and system components.
- All adhesives must be applied strictly according to the manufacturer's guidelines.

Important Exclusions

This warranty does not cover:
- Improper or incorrect installation.
- Damage caused by abuse, misuse, or failure to maintain the product.

- Natural fading, discolouration, or surface wear that occurs over time.
- Substructure issues, including but not limited to improper preparation, settling, warping, or failure of the subfloor.
- Any failure related to sealant areas (such as caulking), which require annual inspection and maintenance by the property owner.
- Damage or failure resulting from lack of regular cleaning and care. Please refer to the Dekorum Cleaning & Maintenance Guide for proper upkeep instructions.

Installer Disclaimer

Installers are independent contractors and are not agents or representatives of Dekorum Vinyl Decking Supply.
Dekorum's warranty covers the vinyl membrane product itself and does not cover issues related to installation.
All installation-related repairs or concerns must be addressed directly with the installer.

Submitting a Warranty Claim

To initiate a warranty claim, you must submit a written request including:
- Your full name, address, telephone number, and details of the issue.

All claims must be made within 30 days of discovering the problem and directed to:

Dekorum Vinyl Decking Supply
Phone: 1 (866) 610 3325
Email: info@dekorum.ca

Final Notes

This warranty replaces all previous warranties, agreements, or promises unless otherwise provided in writing by Dekorum Vinyl Decking Supply.