

Limited warranty (Canada)

Effective 2025, for prefinished wood products.

THE CRISP MAINTENANCE PROGRAM

Fifteen years of coverage, kept in effect by three simple steps.

- Wash the cladding every year to remove dirt, pollen and mould.
- Re-seal siding, soffits, fascia and trim every five years, and decking every one to three years, with a Crisp-approved sealer, available from Crisp.
- Keep proof of installation and of each wash and re-seal.

Follow the program and your 15-year limited warranty stays in effect.

1. Scope and coverage

This Limited Warranty applies to Crisp Wood ("CW") prefinished wood materials, including siding, decking, soffit, fascia and trim ("Materials"), that are installed and maintained according to CW's published installation and maintenance instructions.

This warranty is offered only under the terms stated herein, which constitute the entire agreement between CW and the purchaser regarding warranty coverage. Any oral or written representations not contained in this document are not binding.

2. 15-year limited warranty against fungal rot and decay

CW warrants to the original owner that, for fifteen (15) years from the date of original purchase, CW Materials that have been properly installed and maintained will remain structurally sound and free from fungal decay or rot.

If, within this period, the product becomes structurally unserviceable due to fungal decay or rot, CW will, at its sole option, provide a replacement product of the same or comparable type.

This warranty applies to the original owner of the property at the time of installation and may be transferred once, to the first subsequent owner of the property, for the remainder of the original warranty period. The maintenance records described in Section 4 must pass to the new owner. Labour, installation, removal, freight and incidental costs are not covered.

3. 15-year limited warranty against peeling or blistering (semi-transparent and semi-solid stains)

CW also warrants that its factory-applied semi-transparent or semi-solid finishes will not peel or blister for fifteen (15) years from the date of purchase, provided that CW maintenance procedures have been followed.

If verified failure occurs, CW will supply replacement product or coating material as determined appropriate by CW.

4. Conditions for coverage

To remain eligible under this Limited Warranty:

- CW Materials must be installed and maintained strictly in accordance with CW's written instructions.
- Exterior siding, soffit, fascia and trim must be re-sealed every five (5) years, and decking every one (1) to three (3) years, using a Crisp-approved sealer applied per CW guidelines, as set out in the Crisp maintenance program.
- The owner must maintain written proof of installation and each required maintenance or re-sealing service.
- Claims must be submitted in writing to CW within thirty (30) days of discovering the problem and must include proof of purchase and date of installation, photos showing the affected area, and documentation of maintenance history.
- CW or its authorized representative must be permitted to inspect the property to verify the claim before any repair or replacement.

Failure to maintain required documentation or to permit inspection may void coverage.

5. Exclusions from warranty

This Limited Warranty does not cover:

- Materials installed despite visible damage or defects (scratches, dents, unsealed cuts).
- Normal weathering, colour change, fading, or variations in wood grain or texture.
- Natural expansion, contraction, shrinking, swelling, checking, splitting, cracking, cupping, twisting, warping, or pitch or sap bleeding.
- Damage caused by improper installation, misuse, neglect or failure to perform maintenance; impact, fire, smoke, flooding, wind, hail, lightning, earthquake or other acts of nature; animals, insects or biological agents; contact with ground, standing water or corrosive substances; or third-party coatings, finishes or treatments not approved by CW.
- Any consequential or incidental damage to the structure, contents or surrounding property.
- Aesthetic concerns not affecting structural integrity.
- Products installed on non-residential detached structures, including sheds, garages, carports, boathouses or any other structure that is not an integral part of a residence.
- Any damage caused or made worse by the owner's failure to take reasonable steps to limit it once a problem is discovered, including delay in reporting.
- Defects in materials or workmanship supplied by anyone other than CW.
- Any reduction in the value of the building.
- Landscaping, hard or soft, including plants, fencing, detached patios, gazebos and similar structures.

6. Remedy and limitation of liability

CW's sole obligation under this Limited Warranty shall be, at its discretion, to supply replacement materials of the same or comparable type.

This Limited Warranty provides exclusive remedies; CW shall not be liable for any labour, installation, removal, shipping, consequential, indirect or special damages whatsoever.

CW's total liability under this Limited Warranty shall not exceed the original purchase price of the affected product.

Replacement of product under this warranty does not renew or extend the original warranty period.

7. Disclaimers

To the fullest extent permitted by law, all other warranties or conditions, express or implied, including any implied warranties of merchantability, fitness for a particular purpose, or durability, are disclaimed and excluded.

Some provinces do not allow limitations on implied warranties or the exclusion of incidental or consequential damages, so the above limitations may not apply in all cases.

8. Governing law

This Limited Warranty shall be governed by the laws of the Province of British Columbia and the laws of Canada applicable therein. Any disputes shall be heard exclusively in the courts of British Columbia.

9. No modification or extension

No agent, dealer or employee of CW or any distributor is authorized to alter or extend this warranty. Any statement to the contrary is void.

Contact for claims

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