

Guansen WPC Product Warranty


Guansen WPC

This warranty applies to Guansen WPC composite products including Guansen WPC Decking, Cladding, Fencing and Deck Tiles (collectively referred to as **Guansen WPC Products**).

General Legal Rights

This warranty applies in accordance with agreed contract terms and does not affect any non-excludable rights under applicable law.

Warranty Coverage

Guansen WPC warrants that Guansen WPC Products will be free from manufacturing defects when:

- The products are used for their intended purpose
- The products are installed according to Guansen WPC installation guidelines
- The products are maintained according to Guansen WPC care and maintenance guidelines

This warranty applies from the date of the original purchase.

This warranty is non-transferable and applies only to the original purchaser of the Guansen WPC Products.

Warranty Periods

• Residential Applications

- Guansen WPC Composite Decking warranty period is 20 years
- Guansen WPC Composite Cladding warranty period is 20 years
- Guansen WPC Composite Fencing warranty period is 15 years
- Guansen WPC Composite Deck Tiles warranty period is 10 years

• Commercial Applications

- Guansen WPC Composite Decking warranty period is 10 years
- Guansen WPC Composite Cladding warranty period is 10 years
- Guansen WPC Composite Fencing warranty period is 15 years
- Guansen WPC Composite Deck Tiles warranty period is 5 years

Warranty Coverage Schedule

Years from Purchase	Residential				Commercial			
	Decking	Cladding	Fencing	Deck Tiles	Decking	Cladding	Fencing	Deck Tiles
0 – 5 years	100%	100%	100%	100%	100%	100%	100%	100%
6 – 10 years	100%	100%	80%	80%	80%	80%	80%	—
11 – 15 years	80%	80%	60%	—	—	—	60%	—
16 – 17 years	60%	60%	—	—	—	—	—	—
18 – 20 years	40%	40%	—	—	—	—	—	—

Colour Fading

All composite materials naturally experience some degree of colour variation and weathering when exposed to outdoor environments.

The following levels of colour fading are considered normal product performance and are not considered manufacturing defects:

- 1st Gen WPC 5% up to 15%
- 2nd Gen WPC 3% up to 5%
- ASA PVC Series up to 3%

Actual colour change may vary depending on environmental exposure, installation conditions, and product colour.

What This Warranty Covers

This warranty covers manufacturing defects only that affect the structural integrity or performance of Guansen WPC Products.

Valid warranty claims may include defects arising from:

- manufacturing faults
- structural failure due to material defects
- abnormal product deterioration caused by manufacturing issues

What This Warranty Does Not Cover

This warranty does not cover damage, deterioration, or malfunction caused by:

- incorrect installation or failure to follow Guansen WPC installation guidelines
- misuse, abuse, or use outside intended applications

- normal wear and tear from everyday use
- environmental exposure including severe weather events, natural disasters, fire, or chemical exposure
- damage during transportation, storage, or handling after purchase
- colour variation or fading within the expected ranges stated above
- installation using incompatible fasteners, adhesives, or structural components not approved by Guansen WPC
- modifications made to the product after installation
- removal or relocation of installed Guansen WPC Products

This warranty applies only to Guansen WPC composite products and does not cover supporting structures or ancillary components, including but not limited to:

- framing systems
- aluminium or steel posts
- screws, fasteners or brackets
- structural support components

Water Drainage

Composite decking must have adequate ventilation and drainage beneath the deck structure. Installation in areas where water cannot drain freely or where airflow is restricted may void this warranty.

Thermal Movement

Composite materials expand and contract with temperature changes. Proper expansion gaps must be allowed during installation in accordance with Guansen WPC installation guidelines. Minor movement due to temperature variation is considered normal material behaviour and is not considered a manufacturing defect.

Warranty Remedy

If a defect in manufacturing is confirmed under this warranty, Guansen WPC may, at its sole discretion:

- repair the defective product
- replace the defective product
- refund the original purchase price of the defective product

In the case of a refund or replacement, the returned product becomes the property of Guansen WPC.

This warranty covers product replacement only.

This warranty does not cover labour costs, including:

- removal of defective products
- installation of replacement products
- freight, transport or associated costs
- any indirect or consequential expenses

Warranty Claim Procedure

To make a claim under this warranty, you must contact Guansen WPC within 30 days of discovering the issue.

Claims must include the following information:

- proof of purchase or purchase order
- your full name and contact details
- a written description of the issue
- clear photographs showing the affected product

Warranty claims should be submitted to: Email: admin@gswpc.net

After reviewing the information provided, Guansen WPC may arrange for inspection of the product by an authorised representative.

Limitation of Liability

Except as provided in this warranty and to the extent permitted by law, Guansen WPC will not be liable for any:

- indirect damage
- incidental damage
- consequential damage
- loss of use
- loss of income or profits
- inconvenience or associated costs

resulting from the use or failure of Guansen WPC Products.