Aftercare Guide and Warranty Information

100% Polymer and Foiled Wood Grain

Maintenance:

Your new Hallmark Sundecks Ltd. deck requires minimal maintenance. Fensys 100% Polymer products should be cleaned with lightly soaped water or an occasional jet wash and wiped dry with a cloth to reduce water marks. Fensys 100% Polymer products do **not** require sanding, painting, or sealing. Gate hinges, latches, locks, and screws on the lights will need lubricating twice per year.

As with any exterior based product, weathering will affect the colour of 100% Polymer (Foiled Wood Grain is fade resistant) so it is recommended to move furniture around occasionally. Mats should not be left in place on the deck as these can cause the 100% Polymer deck to stain and/or fade.

Do not use or spill any chemical based cleaner or suncream on the 100% Polymer or Foiled Wood Grain products as this will likely cause irreversible damage and staining.

Quality Standard:

All polymer products are manufactured by PAL GROUP (operations) LIMITED under the controls of BS EN ISO 9002 quality standard. A copy of their ISO 9001 certificate is available on request. Please visit FENSYS website www.fensys.co.uk to see full list of test results. Grip potential BS 7976-2 certification proof is available from Hallmark Sundecks Ltd. upon request. Fensys balustrade system has been tested to the requirements of BS6180. Testing was carried out to confirm that the Fensys rail system achieved or exceeded the minimum requirements as set out in BS6180. Copies of test certificates, structural calculations and or certificates of conformity are available from Hallmark Sundecks Ltd. on request.

Warranty:

Fensys Products

- **Fensys 100% Polymer & Foiled Wood Grain**:
  Covered by a **10-year limited warranty** against manufacturing defects.
  Exclusions apply (further detail available on request).

Manufacturing & Installation

- **Manufacturing and installation by Hallmark Sundecks Ltd.**:
  Covered for **12 months** under a fair usage policy.

Gates

- **Gate warranty**:
  Gate are covered by a **12-month limited warranty** and not covered for accidental damage.
- **Usage note**:
  When not in use, gates must be kept **locked**.
  Do not leave keys in the lock, as this may lead to corrosion and the key becoming stuck.

Glass

- **Specification**:
  - Balustrades/clamps: **Toughened BS6062 (BS6262)** glass
  - Gates: **4mm BS6062 (BS6262)** toughened glass

Lighting

- **Mains-powered lights**:
  Installed and signed off by a qualified subcontracted electrician.
  Covered by a **12-month limited warranty**.
- **Solar-powered lights**:
  Installed by Hallmark Sundecks Ltd.
  Covered by a **12-month limited warranty**.

Lighting Rodent Damage Exclusion

- **Important notice**:
  Damage to lighting cables caused by **rodents (e.g., chewing or gnawing)** is **not covered** by the warranty.
  Rodent damage is considered an **external factor** and is beyond the control of Hallmark Sundecks Ltd.

Proof of purchase is required for all warranty claims. A £50.00 call-out fee applies to each claim; this fee will be refunded for valid warranty claims or deducted from the cost of any work not covered under warranty.