

Under Deck Oasis 20-Year No Leak Installation Warranty

Our goal is to provide our customers with a leak free system. However, some deck structures have areas where adequate flashing is impossible or insufficient to prevent all leaks. In pursuit of this goal our standard practice will be to seal and flash **all** areas which may have the potential to leak. In most cases this is adequate. However, there is the possibility of small leaks and drips occurring in the following areas. Unless otherwise stated these occurrences **will not be** covered by the warranty.

- Internal support posts.
Support posts which are mounted in the interior of the deck will be flashed and sealed. There may be occasion where you see drips from time to time.
- Deck railing posts
Some railing systems require the support posts to protrude through the deck surface and anchor to the structure below. In most cases it is impossible to adequately flash these areas. Some dripping may occur over time.
- Non-standard construction
Any features on the deck which prohibit the insertion of flashing material. To the best of our ability we will identify these areas to the homeowner and advise as to whether the 'No Leaks' warranty can be supplied to these area(s).
- Inadequate or missing ledger board flashing
The homeowner must ensure that the deck ledger board has been properly flashed prior to installation of the Under Deck Oasis. Absence of this flashing will allow water to drain behind the ledger and down the wall. This phenomenon is outside of the systems ability to re-direct this water.
- Porous masonry walls
Concrete blocks will seep water from time to time. This phenomenon is outside of the systems ability to re-direct this water.
- Water which has penetrated the structural wall above the deck.
Similar to the 'Porous Concrete' issue, any water which is entering the building structure above the deck surface and exiting below the deck onto the patio is outside of the systems ability to re-direct this water.
- Ice build up from external heat sources.
It is important that during the winter months no external heat sources such as lights or heaters be kept operating for a lengthy period of time.
- Split wood.
Sometimes with older decks the structural wood may split or crack. The warranty will cover as long as we can adequately flash and seal these areas.

- Laminated beams and lapped joists over beams.
Lumber that is lapped together has a joint between the pieces. The warranty will apply only if we can cover the top of the joint with flashing.
- Leaks between panels in abnormally heavy rains.
This is a temporary condition. Leaks of this type will only occur in extreme conditions. Once the condition has subsided the leaks should not reoccur.
- General leaks in abnormally heavy rains.
This is a temporary condition. Leaks of this type will only occur in extreme conditions. Once the condition has subsided the leaks should not reoccur.

How a warranty claim is managed

1. Upon noticing the occurrence, please call American Rainware immediately to file your warranty claim. **(866 446-1515)**
2. The claim will be entered into our warranty/service database. You will be asked for specific information such as the precise location of the problem and for photographs of the area. We will use this information to pre-diagnose the problem and develop possible causes and solutions. At this time we will also determine whether the occurrence is or is not covered by your warranty.
3. Once it has been determined that a site visit is required, a tentative date will be provided to you for one of our technicians to physically inspect your installation. Depending on time of year and current work load the time frame for the appointment can be within (2) weeks.
4. If it is determined that the occurrence is covered by the warranty then the situation will be resolved at **no cost to the homeowner**. If the occurrence is not covered by the warranty then a budgetary cost will be agreed upon, prior to coming to the job site, between the homeowner and American Rainware. Upon agreement the technician will visit the job site and remedy the problem.

Please note that when making non-warranty repairs we will always provide the customer with the best long-term solution at a fair price. In determining the repair cost, travel time will be calculated based upon the distance traveled from our crews' nearest location to your home. We use the mileage and time as determined by:

[Google maps](#)



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