ALIDECK WARRANTY

AliDeck are proud to offer an up to
30 year warranty for all of our products.



ALIDECK™
Complete Balcony Component Solutions

WARRANTY

Please note: Upon payment of your final invoice, your warranty will only be registered in our system for future reference.

Canoports UK Limited (t/a Milwood Group / AliDeck) from herein referred to as "AliDeck" or "the Company" for a period of 30 (thirty) years, under normal use, AliDeck warrants that AliDeck products will not split, crack, warp, splinter, rot or twist and will be free from any material or manufacturing defects.

The Warranty will be valid for a period of 30 years from the date of purchase, if any AliDeck Aluminium products supplied are found to be defective during this 30 year period, then AliDeck shall replace the products at no charge *See below.

This Warranty shall not cover and AliDeck shall not be responsible for, costs and expenses incurred with respect to the removal of defective AliDeck products or the installation of replacement materials, including but not limited to labour and freight.

To make a claim under this Limited Warranty, the customer must send to AliDeck within the warranty period referred to above a description of the claimed defect (including photographs of the defect) and proof of purchase.

This warranty covers only the Alideck, AliDrain, AliRail, AliClad and A Fence products supplied by Alideck.

This Warranty is conditional upon:

1) The customer completing and sending to AliDeck the Purchase Registration Document duly completed;
2) The customer complying with the AliDeck Maintenance Schedule supplied.

SPECIFICATION

A. **Adhesion** In accordance with the requirements of BS6496: 1984:10:6 / BS EN ISO 12206-1: 2004

B. **Weather Resistance** Will achieve the performance requirements of BS6496: 1984 SECTION 2. / BS EN ISO 12206-1: 2004

C. **Gloss Levels** The company shall endeavour to maintain minimum gloss levels for the following finishes:

Matt 25%
Satin 55%
Gloss 80%

All as measured on the Gardner scale at 60% incident light. Where other gloss levels are specified in writing by the customer, Samples must be approved in writing by the customer who, together with he company, will each retain approved samples.

D. **Visual Appearance** In order to maintain our commitment to thickness of coating, the visual appearance of the coated product may vary visually from flat to an orange peel effect.

CONDITIONS FOR COATING

1 The approved standards of aluminium alloys are BS1470, BS1471 or BS1474 or such other standards or other materials as shall be approved in writing by the Company prior to work being carried out.

2 The Company must be notified in writing within 7 days of any defect in the application becoming apparent.

3 The finish must be cleaned, commencing from the date of installation at not less than three-monthly intervals, by washing with a mild cleaning solution applied using a soft brush, sponge or chamois leather. Under no circumstances should the finish be cleaned using abrasive cleaners, solvents, acids, or alkali materials, or cutting and abrasive polishes.

4 No remedial work of any kind shall be carried out to the polyester powder finish by any person other than the Company or its duly authorised agents. Any remedial works so carried out will render the guarantee voidable at the instance of the Company.

5 The Company's guarantee forms part of the conditions of contract but in cases of conflict between the guarantee and other conditions the guarantee shall prevail.

6 In the event of a defect in the finish, then pursuant to this guarantee the Company will carry out on site remedial work to the finish on the following basis which will take account of all fair and reasonable wear and tear and exposure to climatic and other conditions outside the control of the Company:
(A) During the period of six years from the date of application the Company will bear the full remedial cost.
(B) During each successive year thereafter the Company will bear the full remedial cost less 10% per annum and the customer shall be responsible for payment of the balance of the remedial cost up to a maximum of 90% thereof.
(C) The Company shall render an invoice to the customer for the balance of the cost of the remedial work and it shall be payable in accordance with clause 6(B).

7 The Company shall incur no liability whatsoever under this guarantee where a failure in the finish or defect in the finish is attribute to:
(A) Mechanical damage, accidental or otherwise or where the coated materials is post formed, i.e where the material is formed after finish by the Company.
(B) Prolonged stocking of coated material under poor conditions.
(C) The material coated is exposed to continuous heat of 70c or more, or sited within direct influence of zones of salt water (within 500 meteres of high tide line), acid, or industrial or other aggressive emissions sources which are known or believed to be damaging or corrosive to thermosetting powder coatings.
(D) The drilling or punching of holes in the coated surface which are not then adequately sealed with suitable sealant or mastic.
(E) The incorrect use of adhesive tapes.
(F) The incorrect use of sealant or mastics.
(G) The use of touch up paints on damaged areas.
(H) Fixings the substrate of material capable of setting up electrolytic action.
(I) An inherent weakness of defect in substrate.
(J) The surface of the material to which the finish is applied is corroded, pitted or damaged, anodised or coated before being processed by the Company whether or not the Company agree to strip or treat the metal before applying the finish.

(K) Less than 5% of the exposed external surface is affected.

CONDITIONS FOR ADJUSTABLE PEDESTAL SUPPORTS

AliDeck Adjustable Pedestals have a warranty period of 25 years from the date of delivery in accordance with the static load bearing performance requirements of the PSA MOB PF2 PS (SPU 1992) specification for raised floors for heavy grade floor supports. They are maunfactured from Steel and Coated in Zintec 200. Canoports UK Warrants that Alideck Adjustable Pedestals will not split, crack, warp, splinter, rot or twist and will be free from any material or manufacturing defects.

In the event of a warranty claim AliDeck will provide replacement Pedestals, This Warranty shall not cover and AliDeck Limited shall not be responsible for, costs and expenses incurred with respect to the removal of defective AliDeck products or the installation of replacement materials, including but not limited to labour and freight.

LIMITATIONS

AliDeck does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to:

1) Improper installation of AliDeck products and/or failure to abide by AliDeck's installation guidelines;
2) Use of AliDeck for a use other than as prescribed in the installation guidelines or in an application not recommended by AliDeck's guidelines and/or any local building regulations;
3) Movement, distortion, collapse or settling of the ground or the supporting structure on which AliDeck products are installed;
4) Any act of God (including and not limited to flooding, hurricane, earthquake, lightning etc.), environmental condition (such as air pollution, mould, mildew, etc.), staining from foreign substances (such as dirt, grease, oil, etc.), or normal weathering (defined as exposure to sunlight, weather and atmosphere which will cause any coloured surface to gradually fade, flake, chalk or accumulate dirt or stains);
5) Variations or changes in colour of AliDeck products;
6) Improper handling, storage, abuse or neglect of AliDeck product by customer or any third party;
7) Ordinary wear and tear, including normal weathering, wear to paintwork or structure attributable to normal footfall or the use of stiletto shoes or spikes, discolouration, including but not limited to, sunlight, pollution, exposure etc.

DESIGN RESPONSIBILITY AND THIRD-PARTY COMPONENTS

AliDeck provides modular aluminium decking systems that are designed to perform reliably when installed in accordance with our installation guidelines and using our approved components. These include our full range of decking, soffit, balustrade, and drainage systems.

Canoports UK Ltd T/A AliDeck does not accept any responsibility for the overall structural or architectural design of full systems, particularly where AliDeck products are used in conjunction with non-standard components or third-party elements, including but not limited to alternative soffits, trims, drainage channels, balustrade posts, or non-AliDeck fixings. The performance of the final system is dependent not only on the quality of the AliDeck products but also on how they are integrated with the rest of the structure.

We have encountered isolated issues where non-AliDeck components—especially third-party soffit and drainage systems—have caused water ingress and other performance concerns. To avoid these risks, it is essential that the entire system is designed and installed with full consideration for waterproofing, load paths, and material compatibility. All interfaces must be correctly sealed, and adequate provision made for drainage and ventilation where required.

In particular, with regard to our AliRail system, Canoports UK Ltd T/A AliDeck does not accept responsibility for the loading design or structural calculations associated with this system. While we supply AliRail as a modular balustrade and handrail solution, it is the responsibility of the principal designer, contractor, or structural engineer to ensure that the system is suitable for its intended use, and that it complies with all applicable building regulations, load requirements, and safety standards. This includes, but is not limited to, crowd loading, line loading, wind loading, and any fall protection requirements.

AliDeck will supply technical data for all components upon request to support third-party design processes, but the integration and compliance of those components within the final built structure remains the responsibility of the client and their design team.

If there is any uncertainty, we strongly advise contacting the AliDeck technical team prior to installation to verify product compatibility, application suitability, and system limitations. This can help avoid unnecessary remedial work, warranty exclusions, or performance issues.

SLIP RESISTANCE AND COMMUNAL AREA SAFETY

AliDeck products are designed and manufactured to deliver outstanding performance, including helping to mitigate the risk of slips in pedestrian areas. However, slip resistance can be affected over time by environmental conditions, wear, and cleaning practices.

AliDeck strongly advises that clients refer to BS 7976 – Parts 1-3, the recognised British Standard for measuring and assessing pedestrian slip resistance. In particular, we recommend that all communal areas and high-traffic zones are periodically tested by a specialist slip-testing company in accordance with this standard to ensure ongoing compliance and safety.

It is the responsibility of the building owner, managing agent, or maintenance team to schedule and record these slip tests as part of a regular safety and maintenance programme. This is especially important where there is public access or frequent foot traffic, and where surface contamination or wear may reduce slip resistance.

AliDeck shall not be bound by any statement or representation as to the quality or performance of AliDeck products other than as contained in this Warranty.

This Warranty may not be altered or amended except by a written agreement entered into between AliDeck and the customer.

Under no circumstances will AliDeck be liable for any direct or indirect loss or damage foreseeable or otherwise, special, incidental or consequential damage, whether such damages are sought in contract, in tort (including but not limited to negligence and strict liability) or otherwise, and AliDeck's liability with respect to defective products hall in no event exceed the replacement of such products.

Provided that nothing shall exclude or restrict AliDeck's liability for death or personal injury resulting from any negligence or fraud on the part of the AliDeck.

This Warranty and the relationship between the customer and AliDeck shall be governed by the laws of England and Wales and to the exclusive jurisdiction of the Courts of England and Wales.



ALIDECK™

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