

GRIPSURE 10-YEAR PERFORMANCE WARRANTY

SAFETY WITHOUT COMPROMISE



Gripsure have introduced a revolutionary performance warranty for their non slip decking range. You can now be assured your decking will retain its non slip performance for 10 years, guaranteeing you complete peace of mind. No other company offers this level of performance warranty.

Some decking products will give you an initial slip resistance i.e. what they achieve on day one, before they are even laid. But at Gripsure we think this is irrelevant. Having invested in our product, we think you should have peace of mind for the future. What you really need to know is "how long will my decking remain non slip and to what extent?"

The aim of this warranty is to ensure that our customers have a clear understanding of how well the decking will perform, and what that means in practice.

Slip resistance explained

There is a British Standard (BS7976) that uses a pendulum test to measure the slip resistance of a pedestrian surface (pendulum test value - PTV). The UK Slip Resistance Group have then taken these figures and issued a guideline as how these results are practically interpreted i.e. how safe is a decking board when it achieves a certain PTV rating. A value greater than 65 is defined as an "extremely low" potential for a slip.

Using our extensive experience of over ten years manufacturing non slip timber decking boards, Gripsure can guarantee the level of performance you will get from your product.

Product name	Initial Slip Resistance (PTV)	Guaranteed 10 year (PTV)
Pro Classic	100	65
Pro Castellated	94	60
Pro Contemporary	85	55
GripsureHardwood	85	55
Boardwalk Heritage	98	65
Boardwalk Urban	98	65
Boardwalk HD	98	65

The current PTV guidelines:

PTV value	Potential for slip
00 to 24	High
25 to 35	Moderate
36 to 65	Low
65+	Extremely low



How to register your Gripsure 10-year performance warranty

You must register your warranty with us eight weeks from the date of delivery (in the event of multiple deliveries from the date of the first date of delivery), by emailing warranty@gripsure.co.uk with the following text:

Subject: Gripsure 10-year warranty

Message: We, **enter company name or personal name here**, are registering our Gripsure 10-year performance warranty for **enter product name & invoice number here**, covering decking installed at the following location **enter full postal address here**. We have read, understood and agreed with the terms and conditions of the Gripsure 10-year performance warranty.

We will then confirm receipt of the email, and issue your warranty certificate to the address you provided.

How to make a claim:

1. In the first instance, contact our office – have a copy of your warranty certificate details to hand, along with any photographs and a brief description of the claim.
2. The office will ask you to forward the photos and your warranty details to warranty@gripsure.co.uk
3. Gripsure will then make arrangements with you to visit site prior to the pendulum testing being undertaken.
4. A suitable date will then be set to undertake the pendulum tests to establish the PTV results of the decking.

1. Warranty must be registered with Gripsure in the manner described above, within 8 weeks of first date of delivery applying to the goods invoiced.
2. 10-year performance is measured in accordance with the BS7976 testing criteria, and in the event of dispute, an in-situ test will be carried out on the decking boards. The test methods of that test procedure are described below.
3. Excludes any failures due to extreme heat exposure, mechanical damage, vandalism, excessive or extreme use of the decking boards beyond their normal capability, water submersion of decking boards, extreme loading applied to decking boards or fire, any movement attributed to the sub-structure to which the decking is fixed, any act of God (flooding, hurricane, earthquake), improper handling and/or storage of the product,
4. Decking must be installed as per Gripsure technical instructions.
5. In the event of a claim the following testing procedure will be followed using the BS7976 pendulum test;
 - a) Total area of decking to be re-tested to be agreed on site.
 - b) The agreed surface must then be clean and dry from all detritus, algae and water contamination prior to any PTV testing
 - c) PTV measurements will be taken every 20cm parallel to each non slip insert.
 - d) If less than 10% of the total length of the non slip decking insert strips (from the total original order linear metres supplied) are deemed to fail the guaranteed 10-year figure as set out in Table 1, then the decking is deemed fit for purpose and will not qualify under the warranty for re-supply.
 - e) If more than 10% of the total length of the non slip decking insert strips (from the total original order linear metres supplied) are deemed to fail the guaranteed 10-year figure as set out in Table 1, then decking boards with any result below that of the guarantee figure will be replaced.
 - f) Costs for the PTV tests will be borne by the claimant should the decking be found to be less than 10% defective as described above.
 - g) In the event of the Gripsure product failing the test as set out above, the company will write to confirm the claim as valid and at the company's option have the right either to replace the decking boards (not including any costs of removing and/or installing the original decking) or refund to the purchaser the portion of the purchase price paid by the purchaser for the affected items. Replacement decking will be provided as close as possible to the original shape, quality and design, but Gripsure does not guarantee an exact match as product design and styles can change.
 - h) For the avoidance of doubt, this warranty shall not cover and Gripsure shall not be responsible for costs and expenses incurred with respect to the removal of affected product or the installation of replacement materials, including but not limited to labour and transport.
 - i) Under no circumstances will Gripsure be liable for special, incidental or consequential damages, whether such damages are sought in contract, in tort (including but not limited to negligence and strict liability) or otherwise, and Gripsure's liability with respect to products shall not exceed the replacement of such products or refund of the purchase price, as described above.
 - j) This warranty is in addition to the Gripsure published standard terms and conditions, and does not affect your statutory rights.