



## LIFETIME LIMITED WARRANTY

**Viance® warranty coverage includes Above Ground treated wood framing members that are critical to the safety and performance of the structure, including joists and beams for residential use and above water decking for docks.**

### FOR CERTAIN RESIDENTIAL AND AGRICULTURAL USES

The warrantor, Viance LLC ("Viance"), extends this Limited Warranty to an original Consumer Purchaser(s) (as defined below) of wood products pressure treated with alkaline copper quaternary wood preservatives ("ACQ") distributed and sold by Viance in Canada. ("ACQ") includes Preserve® ACQ pressure-treated wood products.

"Covered Property" shall mean a residential and/or agricultural property onto which an original purchase of ACQ treated wood products is installed by an Original Consumer-Purchaser(s). "Original Consumer-Purchaser(s)" shall mean an original purchaser of ACQ treated wood products who is the owner of record of a residential and/or agricultural property at the time such original purchase of ACQ treated wood products are installed.

This warranty shall only apply if such installation is completed and the ACQ treated wood products are used in compliance with this warranty, product instructions and all applicable laws, regulations, codes, legal requirements, and other applicable standards ("Covered Use"). This warranty is effective from the date of original purchase until the original Consumer Purchaser sells, conveys or otherwise transfers the Covered Property. This warranty is not transferable.

### THIS WARRANTY COVERS

Preserve ACQ treated wood products against damage by fungal decay or termite infestation that makes the wood structurally unfit for the application for which it was used; provided that all of the following conditions are met: (i) such use is a Covered Use on a Covered Property; (ii) Preserve ACQ brand wood products must be treated with ACQ by a licensed treating facility in accordance with Viance standards (iii) each piece of Preserve ACQ has a Preserve Lifetime Limited Warranty or end tag retained by the original Consumer Purchaser.

Viance, within 60 days of validation of a claim under this warranty, will arrange to exchange the qualifying damaged ACQ treated wood product for new Preserve ACQ treated wood products of the same type.

### THIS WARRANTY DOES NOT COVER AND VIANCE SHALL NOT BE LIABLE FOR:

1. Preserve ACQ treated wood products used in, on, under or around commercial, industrial or commonly owned property (including condominiums) or multifamily apartment buildings.
2. Any commercial or industrial application, including without limitation building poles or building timbers in structural applications or commercial vineyard stakes.
3. Preserve ACQ treated wood used in or as lattice or peeler core landscape timbers.
4. Specialty wood products that have been milled after treatment with alkaline copper quaternary wood preservatives distributed and sold by Viance in Canada.
5. Preserve ACQ treated wood that is used in a manner for which it was not intended.
6. Damage where some or all product has been used in contact with untreated or treated material that has been used in an improper application or in contact with older construction with any evidence of decay.
7. Any use in any way inconsistent with the use identified on the end tag that is attached to each piece of Preserve ACQ treated wood.

8. \*Any application other than an above-ground application when the end tag specifies the use of the Preserve ACQ treated wood as ABOVE GROUND Use only. For the avoidance of doubt, such above ground specified Preserve ACQ treated wood must not be installed in such a way that results in direct contact with the ground or other conditions that simulate a ground contact exposure.
9. Preserve ACQ treated wood used in foundation systems or used in saltwater immersion applications.
10. The corrosion of fasteners, connectors, hardware, or any other materials or metals used in conjunction with Preserve ACQ treated wood or structural failure resulting from such an occurrence.
11. Damage resulting from any cause other than fungal decay or termite infestation.
12. Damage from wood boring insects such as carpenter bees, carpenter ants or wood wasps.
13. Mold, mildew or fungal growth that is aesthetic.
14. Damage caused by natural change in physical appearance of wood beyond the control of the treated wood product, including but not limited to, natural weathering, raised grain, cracking, checking, cupping, shrinkage, swelling of the wood and normal wear and tear.
15. Damage from delamination in plywood or other laminated products.
16. Costs associated with the delivery, installation, removal, or reinstallation or refinishing of Preserve ACQ treated wood.
17. Any incidental or consequential damages claimed to be a result of failure of Preserve ACQ treated wood.
18. Preserve ACQ treated wood used in all refractory wood species, unless all cuts and bore holes are coated during construction using a copper naphthenate preservative solution containing a minimum of 1% metallic copper.
19. Wood products treated with third party products.
20. Improperly treated wood products.
21. Product claimed to have failed prior to its removal from service.

The obligation of Viance under this warranty is limited to replacement of lumber in accordance with the terms of this warranty. There are no warranties offered by Viance other than those described herein. Nothing in this warranty shall create additional implied warranties, including without limitation warranties of merchantability or fitness for a particular purpose. Local laws may vary with regard to duration of implied warranties and limitations of incidental or consequential damages contained in such implied warranties. In any event Viance will comply with them, laws of the province in which a limited warranty is validated. This limited warranty is valid only for Preserve ACQ branded wood product produced and used in Canada.

Preserve ACQ treated wood is not a maintenance-free product. Over time, foot traffic, weathering and the sun's ultra-violet rays will affect the wood's surface in general. To help maximize surface protection and to keep your wood looking better longer, we recommend that a surface-applied water repellent with UV protection be applied every one to two years.

\*Ground Contact is defined as being in the ground or less than six (6) inches above the ground. Above Ground is defined as six (6) inches or more above the ground.

## SAFE PRACTICES WHEN WORKING WITH PRESSURE TREATED WOOD

- Wear gloves when working with wood.
- Wear a dust mask when machining any wood to reduce the inhalation of wood dusts.
- Wear appropriate eye protection to reduce the potential for eye injury from wood particles and flying debris during machining.
- Wash hands thoroughly with mild soap and water after working with treated wood.
- All sawdust and debris should be cleaned up and disposed of after construction in accordance with local waste management regulations.
- Do not burn pressure-treated wood.
- Wash work clothes separately from other household clothing before reuse.
- Pressure-treated wood should not be used where it may come into direct or indirect contact with drinking water, except for uses involving incidental contact such as freshwater docks and bridges.
- Do not use pressure-treated wood in circumstances where the preservative may become a component of food, animal feed or beehives.
- Do not use pressure treated wood for mulch.
- Preserve may be disposed of in landfills or burned in commercial or industrial incinerators or boilers in accordance with federal, province and local regulations.

## LUMBER END-TAGS PROVIDE VALUABLE INFORMATION FOR THE CONSUMER AND BUILDER.

You can build with confidence knowing Preserve® ACQ is a “Standardized” preservative by the American Wood Protection Association (AWPA). The AWPA is the leading body of wood preservation experts that constantly review wood preservatives’ performance in tests and in the field. Once approved and in production, AWPA preservative treatments are regularly monitored by ALSC-accredited third-party inspection agencies to ensure quality control.

Below are important facts shown on end tags of lumber treated with Viance preservatives.



Treated lumber is either made for ground contact applications or above-ground uses. Ground contact applications include posts and pilings buried in the earth, and also near-ground projects such as low-rise decks that are six inches or less from the ground. These applications require more protection against fungal decay and termite attack than above ground applications, so retention rates are higher on ground contact lumber.

## HOW TO MAKE CLAIMS

To make a claim under this warranty, an Original Consumer-Purchaser must send to the address below, within 30 days of discovery of a defect, the original invoice or retailer receipt showing date, amount, and Preserve ACQ end tags or photo of preservative treatment stamp of each item of Preserve ACQ treated wood claimed to be damaged. You may be required to provide Viance with additional photographs and sections of damaged wood. In addition, Viance reserves the right to have a representative inspect and test all wood claimed to be damaged. Upon discovering a possible defect, Purchaser must make temporary repairs or cordon off the area at the Purchaser's expense to protect all property and persons that could be affected. If access for inspection to site is denied, or should inspection reveal that in-service conditions were modified or changed prior to inspection other than for safety purposes or that requirements of warranty are not met, Viance shall have no obligation under this limited warranty. Failure to use this product for a Covered Use immediately voids this warranty.



Attn: Consumer Affairs  
8001 IBM Drive  
Charlotte, NC 28262  
1.800.421.8661

[Customerservice@viance.net](mailto:Customerservice@viance.net)  
[www.treatedwood.com](http://www.treatedwood.com)

Preserve® treated wood products are produced by independently owned and operated pressure treating wood facilities. \* See Preserve ACQ Lifetime Limited Warranty for details at Treatedwood.com. Preserve and Viance® are registered trademarks of Viance, LLC. AWPA is a registered trademark of the American Wood Protection Association. The CheckMark of Quality is a registered trademark of the Western Wood Preservers Institute (WWPI). All logos and trademarks are exclusive property of their respective owners.  
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## INSTALLATION INFORMATION

1. **Butt Boards Tightly:** Because treated wood is often still wet when delivered to the store and jobsite, it is important to butt deck boards together during installation as they will shrink slightly as they dry out
2. **Use screws** to improve holding performance.
3. **Pre-drill holes** at the ends of boards to help prevent splitting
4. **Fasteners:** Hot-dipped galvanized, stainless steel or Building code approved fasteners are required for all exterior wood.
5. **Install fasteners flush** to the wood surface. Do not overdrive fastener.
6. **Finishing:** A finish coat of clear or semi-transparent water repellent stain with UV protection will additionally help to maintain the beauty of your deck. Always follow the manufacturer's application instructions

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