



WARRANTY TERMS AND OWNER REQUIREMENTS

Conditional Coating and Product Warranty

40-year and 25-year finish classes for eligible metal products. Coverage follows the accepted order and signed project certificate.

Covered finish. Documented care.

Read before purchase and installation

Material eligibility, coverage limits, required registration, care, claims and transfers.

Installation: within 4 months after purchase.

Registration: within 30 days after completed installation.

Keep the signed Certificate and dated before and after maintenance photographs.

TS-WAR-100 | Issue 01, Revision 04

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Scope, documents and your rights

1. Warrantor and covered products

TerraShield Exteriors Ltd. dba Terrashield Metals (Terrashield) provides this limited warranty for the factory-applied coating and eligible metal products identified in a signed Project Warranty Certificate (TS-WAR-130). It covers the attributes and periods expressly recorded for that order, subject to these terms. It is not a guarantee of an entire building or installation.

Covered Product means the material, finish, batch or coil, quantity and project areas identified in the Certificate. Warranty Holder means the original purchaser or a property owner whose transfer Terrashield has approved under section 15. References to the Certificate mean the completed TS-WAR-130 and any identified, signed coverage schedules.

2. Order, certificate and applicable edition

The accepted order identifies the eligible material, intended coverage and applicable warranty code, issue and revision. Terrashield confirms those matters before purchase, then completes the Certificate after timely registration and eligibility review. Retain the order, registration approval and signed Certificate together. A blank form or registration submission alone is not approval.

This document sets the general conditions; the Certificate records the order-specific attributes, limits and periods. A change to a general condition must identify the order and changed clause and be signed by Terrashield and the Warranty Holder. A later website or document revision does not replace the edition incorporated into an earlier purchase.

3. Dates and duration

The Purchase Date is the sale date shown on the original Terrashield invoice, subject to other reliable proof. Each coverage period starts on that date, not the installation, registration, approval or transfer date. Record the start and end dates for each attribute on the Certificate. A repair, replacement or transfer does not restart or extend the original period.

Months mean calendar months; days mean calendar days. The 4-month installation deadline and 30-day registration, claim and transfer deadlines apply as stated in sections 8, 12 and 15. Different coating attributes may have different periods: a film-integrity term does not automatically set the colour, chalk or corrosion period.

4. Your statutory rights

This limited express warranty operates alongside applicable law. Nothing in it, a Certificate or a form excludes or restricts a statutory condition, warranty, right, remedy or liability that cannot lawfully be excluded or restricted. This includes applicable rights relating to description, quality, fitness and reasonable durability. Mandatory law prevails over any conflicting term.

Terrashield administers the customer undertaking described in an issued Certificate. Its performance of that undertaking is not conditional on obtaining reimbursement from a material supplier.

What the warranty covers

The Certificate identifies the selected finish class and each granted attribute. Coating chemistry, a catalogue name, a sample or a woodgrain appearance does not establish eligibility on its own. The following 40-year limits apply only where the corresponding 40-year attribute is granted.

Attribute	Years 1-30	Years 31-40
Coating adhesion	No visible peeling, flaking, cracking or loss of adhesion caused by defective coating.	Same adhesion requirement.
Colour change	Maximum 5 Hunter delta-E units.	Maximum 7 Hunter delta-E units.
Chalking	Rating must remain at least 8.	Rating must remain at least 6.

5. Measurement and normal appearance changes

Assess colour under ASTM D2244 using the Hunter Lab colour-difference method recorded on the Certificate. Compare a cleaned exposed area with an unexposed original reference from the same batch. Retain the reference sample protected from heat, sunlight and contamination. The Certificate identifies the reference, orientation, sampling locations and test procedure.

Assess chalking under ASTM D4214 using the rating procedure and sampling locations recorded on the Certificate. Higher ratings indicate less chalking. A reading on an uncleaned surface is not a valid colour assessment. Normal change within the applicable limits, minor batch differences and gloss changes not expressly covered are excluded. Uniform appearance across differently exposed surfaces is not promised. Minor crazing at tight bends without loss of adhesion is excluded.

6. The 25-year finish class

For material in the eligible 25-year finish class, the Certificate states the adhesion period and separately records each granted colour/chalk period, numeric limit and assessment method. A 25-year film-integrity grant alone does not provide 25 years of colour or chalk coverage. Metallic, printed, textured and other special finishes receive measurable colour coverage only where the Certificate expressly grants it.

7. Corrosion-perforation coverage

Eligible coated steel may receive protection against a hole through the base metal caused by corrosion for the period expressly stated in the Certificate, including 40 years where granted. The Certificate identifies the covered substrate, exposure and assessment criterion. The finish term does not determine this separate period.

Cosmetic staining, cut-edge corrosion and corrosion caused by scratches, incompatible contact or other excluded external causes are not covered perforation. Coastal and industrial exposure must be assessed for the actual project. Washing does not make breaking-surf, submerged or otherwise ineligible exposure eligible.

Installation and documented care

8. Installation and required registration

Complete installation within 4 months after purchase. Inspect before installation and notify Terrashield of visible damage or nonconformity. Do not install suspect material without written direction. Follow the accepted project and material instructions, compatible attachment and drainage requirements, and safe handling and storage practices.

Submit TS-WAR-110 within 30 days after completed installation. Include proof of purchase, purchase and installation dates, material/batch details, dated project and label photographs, and installer and owner information. Terrashield's written registration approval and signed Certificate are required. Retain evidence of submission and a copy of the approval.

9. Minimum inspection and washing intervals

Use the shortest interval applicable to the project's exposure. Remove noticeable salt and other deposits promptly when identified; do not leave them until the next scheduled visit. Rainfall does not replace cleaning of sheltered or naturally unwashed areas.

Exposure	Minimum requirement
Routine conditions	Inspect and gently clean at least annually.
Coastal marine salt spray or high industrial fallout	Wash at least every 6 months.
Light windborne salt deposits	Wash at least every 4 months.

10. Maintenance records and photographs

Keep a maintenance log and dated before and after photographs for every maintenance event. Record the exact area, date, observed condition, work performed, cleaner/tools, compatibility instructions, person or contractor, results and next due date. Retain project drawings or specifications, installer details, the reference sample and the complete record for the warranty term. Pass those records to a proposed transferee.

Use gentle, non-abrasive methods compatible with the exact finish and adjacent materials. Obtain written compatibility instructions before chemicals, solvents, touch-up or repainting. Check drainage, joints, gutters, fasteners and surfaces; remove debris and prevent standing water and incompatible runoff. Use TS-CAR-200 and TS-WAR-150 to plan and record the work.

11. Noncompliance and safe access

The installation deadline, timely registration and approval, required care and photographic records, written-claim deadline and transfer requirements are conditions of this limited express warranty. Failure to comply may terminate eligibility or coverage to the extent permitted by applicable law.

No condition requires unsafe access or delay of necessary emergency work. Protect people and property, document where safe, preserve relevant evidence and promptly contact Terrashield to arrange safe compliance. Statutory rights remain unaffected.

Claims, remedies and exclusions

12. Written notice and evidence

For a suspected covered failure occurring during its applicable period, give written notice within 30 days after discovery. Email info@terrashield.ca with the subject Warranty claim. Use TS-WAR-120 or provide equivalent written information. Keep a copy and proof of sending.

Include the signed Certificate, proof of original purchase, discovery date, affected product and quantity, description, installation evidence, complete maintenance log and dated photographs. Include approved transfer records where applicable. Identify any unavailable document and contact Terrashield promptly about obtaining it; do not postpone written notice while collecting evidence.

Obtain Terrashield's written authorization and allow a reasonable inspection opportunity before nonemergency repair, alteration, removal or disposal. Preserve affected material, labels and reference samples. Necessary emergency work may proceed; photograph first where safe, retain representative evidence and notify Terrashield promptly.

13. Remedy for a covered failure

For a verified covered failure, Terrashield may reasonably choose repair or refinishing, refabrication, replacement, or credit/refund of the affected material's Actual Invoice Value. Actual Invoice Value means its net invoiced price after discounts, plus applicable tax not otherwise refundable. It excludes unaffected material. A precise match to aged colour, texture or a discontinued profile is not guaranteed. Repaired or replacement material remains covered only for the unexpired original period.

Except where applicable law requires otherwise or a signed Certificate expressly provides otherwise, this express remedy excludes labour, removal, reinstallation, access equipment, scaffolding, freight, business interruption and incidental or consequential losses. Liability under this limited express warranty is capped at the affected material's Actual Invoice Value. This cap and these exclusions do not restrict mandatory legal remedies.

14. External causes and scope exclusions

This warranty excludes failure caused by improper storage or installation, wet stacking, abrasion, impact, field cutting or retained metal filings, incompatible metals/fasteners/chemicals, trapped moisture, inadequate drainage, unauthorized incompatible repairs, structural movement, fire or extraordinary events. A covered coating failure is not excluded merely because normal weathering also occurred.

Installation workmanship, engineering, structural capacity, code compliance, fire performance, air or water tightness, whole-building performance and unlimited service life are outside this undertaking. The eligibility restrictions and covered attributes on the accepted order and Certificate govern the supplied material.

Transfer and document control

15. Transfer with the property

Remaining coverage may transfer with the property at the original project location. Within 30 days after the new owner takes possession, submit TS-WAR-140 with proof of original purchase, the signed Certificate and complete maintenance records, including dated before and after photographs. Each transfer requires Terrashield's written authorization.

The new owner accepts the original applicable terms and remaining coverage periods. A transfer does not restart the warranty, move coverage to another site or extend a period. Retain the transfer approval with the Certificate and provide the records to any later proposed transferee.

16. Privacy and administration

Provide information needed to identify the purchase, project, coverage and condition. Redact unrelated private details. Do not send government identification, banking or payment-card information, medical records, passwords or other unrelated personal information. Contact Terrashield if sensitive evidence is necessary so an appropriate submission route can be arranged.

Registration, claim and transfer records are used to administer warranty coverage, not as marketing consent. Terrashield may share relevant information with service providers involved in assessment or administration as necessary and subject to applicable privacy law. Questions about privacy, access or correction may be directed to info@terrashield.ca.

17. Governing terms and amendments

British Columbia and applicable federal Canadian law govern, subject to mandatory rights, remedies and jurisdiction. An invalid provision is severed only as permitted by law. No advertisement, oral statement, sample or unsigned form amends this warranty. A written amendment must identify the order and changed clause and be signed by Terrashield and the Warranty Holder. Nothing in this paragraph removes liability or rights that cannot lawfully be excluded.

Revision register

Revision	Date	Description
00	2026-09-03	Initial public manufacturing-warranty edition.
01	2026-09-04	Manufacturing-term amendment.
02	2026-09-04	Coating/product program and required administration.
03	2026-09-04	Editorial clarity, official branding and form presentation. Revision 02 commercial policy retained.
04	2026-09-11	Document control only. Policy and form fields unchanged; historical orders retain their incorporated edition.

Related records: TS-WAR-110 Registration; TS-WAR-120 Claim; TS-WAR-130 Certificate; TS-WAR-140 Transfer; TS-WAR-150 Maintenance Log; TS-CAR-200 Care Guide.

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Current record: <https://www.terrashield.ca/technical-documents>