

FENCE WARRANTY

Ergeon's workmanship and materials are guaranteed free of defects for a period of five (5) years on all fence sections and on all gates installed as part of the project. Site inspection revealing any defective material that results in warped, twisted, cracked, or loose components and/or any defective workmanship will be fixed and/or replaced at no additional charge within the warranty period.

If any issues arise within this time frame, reach out to your Project Manager with a description of the issue, location of defective area on the project, and pictures or video showing the affected area. Ergeon will review then send a Regional Manager for site inspection. All warranty claims must be verified and approved by Construction Manager prior to any repair or replacement being approved. Pickets or other materials replaced under warranty will be replaced with new stock and may not perfectly match heavily weathered, aged, stained, or painted materials on site.

Ergeon does not warranty damage or defects that are not caused by workmanship or material defects, including but not limited to the following:

- Excessive watering that causes fungus, mold, etc., which leads to dry rot.
- Excessive dirt, leaves, vines, etc., piled on/against fence, that allow bacteria to form on fence that causes dry rot.
- Earthquakes or natural ground shifts of an excessive nature.
- Heavy objects leaned on or stored against the fence causing stress on the frame or panels.
- Indications of abuse from cars, machinery, heavy objects, pets, balls, etc.
- Tree and plant roots that cause lifting.
- Excavation or digging done within 5 feet of fence.
- Damage caused by maintenance such as edging, weeding, mowing, or power washing.
- Failure to notify Ergeon in a timely manner of a repairable issue that leads to further damage.
- Any work done by a third party that affects the fence installation.
- Minor (ie - non-structural issues) and/or naturally expected cracks, twisting, shrinking or warping due to the natural process of wood drying.



Jiayue He , Founder & CEO

